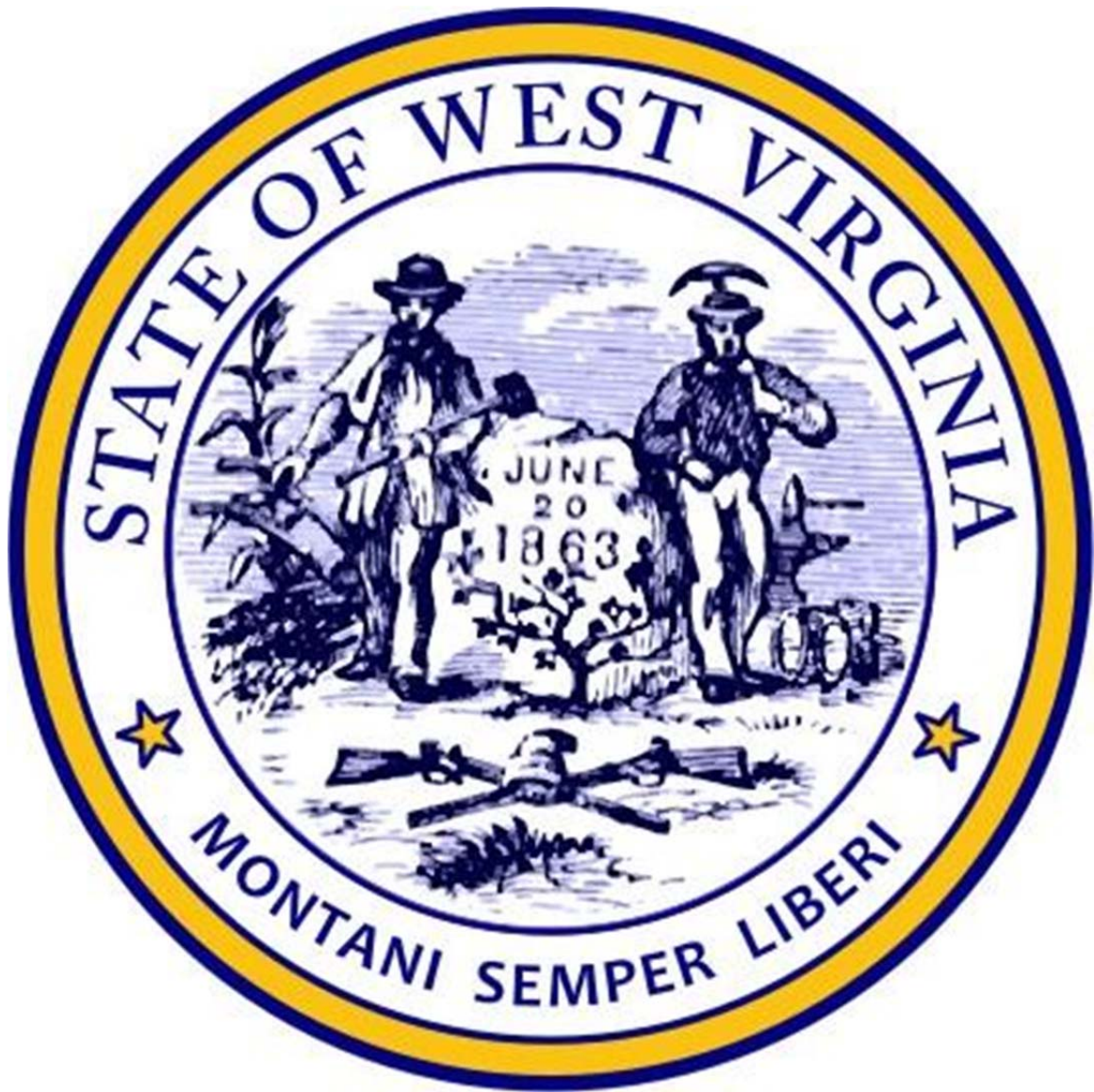


West Virginia Fleet Management Policies and Procedures – Edition 7



State of West Virginia Fleet Management Policies and Procedures – Edition 7

Enabling statute: WV Code §5A-1-2(f) and §5A-3-48 through 5A-3-53.
Regulatory authority: *Code of State Rules* 148 CSR 3.
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Summary of Change

1.0 Edition – 1:

Base document published 2 April 2011.

2.0 Edition – 2:

Revision published 28 June 2011.

Section	Subsection	Subdivision	Remarks
Section IV	3.0.	3.4.1.	Added EPA Vehicle Size Classes Used in the Fuel Economy Guide.
Section V	3.0.	5.0.	Added clarifying information on MVR requests and MVR frequency.
Section VIII	3.0.	3.3.	Corrected minor typographical error and revised preventive maintenance schedule.
Section VIII	4.0.	4.1.	Added a subsection on predictive maintenance.
Section XV	1.0.	N/A	Inserted DOA-FM-007A and DOA-FM-007B example form edits.

3.0 Edition – 3:

Revision published 29 July 2011.

Section	Subsection	Subdivision	Remarks
Section II	46.0.	N/A	Added Priority Definition
Section V	3.0.	5.0.	Added clarifying information on MVR requests and MVR frequency.
Section V	3.1.2.	3.1.2.1.	Added driver meeting electronic options

4.0 Edition – 4:

Revision published 17 October 2011.

Section	Subsection	Subdivision	Remarks
Section II	N/A	10.0.	Corrected spelling “workday”.
Section II	N/A	40.0.	Added definition of “modification”.
Section IV	I	1.0. – 11.0.	Added subdivision numbering
Section IV	VI	1.0. – 5.0.	Added FMO Privacy Policy Notice
Section IV	VII	1.0. – 2.0.	Renumbered from Subsection “VI” to “VII”

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Section V	III	1.0. – 1.5.	Added driver's license verification requirement and use of DMV-PS-101-1/2 for personally identifying information request and authorization.
Section V	II	2.4.	Substituted "pool" for "rental".
Section V	II	2.5.	Substituted "employee and non-employee" for "operator".
Section V	II	2.6.	Substituted "operating" for "driving".
Section V	IV	1.1.	Substituted "employee and non-employee" for "operator".
Section V	IV	1.1.1.	Substituted "employee and non-employee" for "operator".
Section V	IV	1.1.2.	Corrected "for".
Section V	IV	1.2.	Substituted "employee and non-employee" for "operator".
Section VI	I	1.2.	Corrected "360-degree".
Section VI	I	12.3.	Added verbiage providing piggyback provision for all FMO vehicle-marking contracts.
Section VI	I	20.1.	Added verbiage on use of personal vehicle.
Section VI	II	6.0.	Added clarifying verbiage on when accident/incident reports are due to FMO.
Section VI	II	6.2.	Added "or interim".
Section VI	II	7.0.	Added "or incident".
Section VI	II	7.1.	Added clarifying verbiage on the timeliness of accident or incident review process.
Section VIII	I	7.5.	Added verbiage on agency self-repair documentation requirements.
Section XV	I	DOA-FM-026	Added Fleet Management Privacy Protection Program

5.0 Edition – 5:

Revision published 21 November 2011.

Section	Subsection	Subdivision	Remarks
Section IV	I	11.0.	Rescinded
Section IV	V	All	Rescinded
Section IV	VI	All	Rescinded
Section V	I	All	Rescinded
Section V	II	1.3.	Added use of Learning Management System for driver acknowledgement of FMO policies and

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			procedures.
Section V	III	1.0.	Modified for “valid” driver’s license check
Section V	III	4.0.	Rescinded
Section V	III	5.0.	Rescinded
Section V	IV	All	Rescinded
Section V	V	1.3. – 1.7.	
Section V	V	2.0.	Rescinded
Section V	V	3.0.	Rescinded
Section VI	I	3.0.	Rescinded
Section VI	I	20.0.	Rescinded
Section VII	I	2.0.	Rescinded
Section XI	All	All	Rescinded
Section XIII	All	All	Rescinded
Section XIV	All	All	Rescinded
Section XV	All	All	Rescinded

6.0 Edition – 6:

Revision published 13 June 2012.

Section	Subsection	Subdivision	Remarks
Section IX:	N/A	2.3	Deleted use of DOA-FM-006 and added use of WEX Online to request initial and replacement driver PIN
Section IX:	N/A	2.6	Rescinded
Section IX:	N/A	4.5	Added mandatory criminal investigation and prosecution for card users who intentionally misuse the fuel-only card for personal gain.
Section IX:	N/A	7.0	Added program compliance guidance.
Section IX:	N/A	8.0	Added consequences of failure to comply with State guidelines.
Section IX:	N/A	9.0	Added program specific guidelines.

7.0 Edition – 7:

Revision published 25 June 2012.

Section	Subsection	Subdivision	Remarks
Section V	I	1.3.1	Changed to read: Employees who drive state-owned, leased, or rented vehicles are required to formally acknowledge the guidelines provided in

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			this policy and procedure manual using DOA-FM-011-U Fleet Policies and Procedures Driver Acknowledgement.
Section V:	III	1.3	Changed to read: This course may be administered by the spending unit or through the use of a FMO-provided web-based system.
Section V:	III	1.4	Changed to read: All employees driving state owned, leased, or rented vehicles are required to receive two hours of annual defensive driving training administered either by the spending unit or through the use of a FMO-provided web-based system.
Section V:	III	1.7	Rescinded

Section I: Fleet Management Office

1.0 General:

The Fleet Management Office (FMO) is an organizational unit within the Cabinet Secretary's Office, Department of Administration that has statutory responsibility for performing fleet management for vehicles owned or leased by the State of West Virginia.

2.0 Vision:

To be the safest, most reliable, most successful state fleet in the nation – for our state, its employees, and West Virginia citizenry.

3.0 Mission:

Provide safe, efficient, and reliable air and ground fleet services in the most cost effective manner possible. We will be enablers for state spending units by providing exceptional fleet service, promoting professional development, and working as one team to accomplish the State's strategic goals and objectives.

4.0 Goals:

- 4.1. Enable state spending units to accomplish their missions in a safe, efficient, and fiscally predictable manner.
- 4.2. Achieve significant programmatic savings by effectively managing the operating cost of the fleet.
- 4.3. Provide accurate and consistent accountability of all state-owned motor vehicles, operational data, and utilization.

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- 4.4. Maintain sound financial systems and practices to support continued fleet service.
- 4.5. Integrate succession planning into day-to-day activities and strategic objectives.

5.0 Objectives:

- 5.1. Establish a Fleet Management Office that will be a catalyst for improved fleet practices in West Virginia.
- 5.2. Leverage fleet-related state spending to provide the absolute best value to the citizenry of West Virginia.
- 5.3. Facilitate inclusion by stakeholders and transparency in all fleet activities.
- 5.4. Develop state-of-the-art Enterprise Resource Planning (ERP) functionality to support fleet-related activities and processes (asset management, inventory management, maintenance management, fuel management, garage management, transportation management, fringe benefit management, and management reporting).
- 5.5. Develop formal educational opportunities for aspiring state employees that will provide for continuance of fleet-related best practices within their respective organizations.
- 5.6. Working with Higher Education and private sector stakeholders, foster educational opportunities for aspiring young leaders that will generate continued expertise in fleet management, project management, and other lean processes.

6.0 FMO Services:

The Fleet Management Office currently offers the following services to spending units:

- 6.1. Information Systems
 - 6.1.1. Dedicated Customer Relationship Management (xRM) FLEET HEAT
 - 6.1.2. Agency training for all fleet-related systems
 - 6.1.3. Access to real-time centralized data warehouse
 - 6.1.4. Integration with ERP systems (e.g., SAP, PeopleSoft, JD Edwards)
- 6.2. **Account Management**

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- 6.2.1. Standard Agency Support
- 6.2.2. Single point CRM
- 6.2.3. Customer reporting requests
- 6.2.4. Status inquiries for vehicle orders, registrations, used vehicle purchases
- 6.2.5. Account reviews
- 6.2.6. Strategic Fleet Consulting Services
- 6.3. **Asset Management**
 - 6.3.1. Vehicle Leasing / Financing
- 6.4. **Maintenance Management**
 - 6.4.1. Cars and light-duty truck under 10,000 lbs. GVWR
 - 6.4.2. Trucks over 10,000 and under 26,000 lbs. GVWR
- 6.5. **Roadside Assistance**
 - 6.5.1. 24-hour toll-free assistance line
 - 6.5.2. 24-hour emergency tow service
 - 6.5.3. 24-hour tire change service
 - 6.5.4. 24-hour battery jump
 - 6.5.5. 24-hour lockout service
- 6.6. **Fuel Management**
 - 6.6.1. Fraud protection through exception reports
 - 6.6.2. Consolidated billing
 - 6.6.3. Administration of lost, stolen, or additional cards

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6.7. Registration Renewal

- 6.7.1. Direct interaction with the Agency drivers or field managers
- 6.7.2. Administration of transfers, replacement of lost or stolen plates

6.8. Title Management

- 6.8.1. Assume responsibility of titles for Agency-owned vehicles
- 6.8.2. Titles electronically tracked
- 6.8.3. Safe, centralized storage in the Fleet Record Center

6.9. Accident Management

- 6.9.1. Monitor repairs through completion
- 6.9.2. Arrange towing where needed

6.10. Driver Risk Assessment Program

- 6.10.1. Monitor Motor Vehicle Records (MVR's), collision incidents, driver monitoring events, etc.
- 6.10.2. Assign specialized driver training matched to a driver's behavior, vehicle and job function

6.11. Motor Vehicle Record Program

- 6.11.1. Capture of driver permissions MVR's
- 6.11.2. Obtaining MVR's from various states

6.12. Fringe Benefit Reporting Program

- 6.12.1. Personal use reporting options
- 6.12.2. Driver website and SMS reporting
- 6.12.3. Calculation options

6.13. Telematics (GPS/GIS)

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- 6.13.1. Analysis and utilization of best vendor for the Agency
- 6.13.2. Coordination of hardware installation
- 6.13.3. Integration of telematics system with fleet management system for alerts, exception reporting, and data capture
- 6.13.4. Timely preventive maintenance monitoring based on odometer readings
- 6.13.5. Alerts to impending maintenance problems
- 6.13.6. Improved fuel consumption after identifying idling patterns, acceleration trends and route optimization
- 6.13.7. Reduced liability by addressing driver behavior (such as speeding, hard breaking, and cornering)
- 6.13.8. Eliminated unauthorized vehicle use beyond geographic and work hour limits
- 6.14. **Garage Management System**
 - 6.14.1. Web-based garage management and parts inventory system
 - 6.14.2. Integration of new vehicle delivery, vehicle disposal, licensing, fuel, accident, and vehicle data change activity
 - 6.14.3. One-click access to vehicle history
 - 6.14.4. Payroll reporting of labor time
 - 6.14.5. Controlled authorization of outside vendor repairs
 - 6.14.6. Processing and payment of all outside vendor invoices
 - 6.14.7. Complete audit trail of all outside vendor repairs
 - 6.14.8. Email notification to user group and garage supervisor of vehicle status
 - 6.14.9. Bar coding capabilities for parts and labor
 - 6.14.10. Integration with ERP systems (e.g., SAP, PeopleSoft, JD Edwards)

- 6.14.11. Management reporting that benchmarks garage performance both internally and externally

Section II: Definitions

- 1.0 **Accident** – Damage to a state-owned or leased vehicle that involves another vehicle regardless of who is at fault.
- 2.0 **Alternate Fuel** – Any fuel other than gasoline, diesel, and other substantially petroleum based fuels that is less polluting than gasoline or diesel fuel. Alternate fuel will include, but is not limited to, natural gas, propane, ethanol (E-85), biodiesel, and electricity, etc.
- 3.0 **Alternate Fuel Vehicle** – Any vehicle powered in whole or in part by non-petroleum-based fuels.
- 4.0 **Assigned Cabinet Secretary** – The cabinet secretary assigned responsibility for a spending unit. In cases where a spending unit has not been assigned a cabinet secretary, the Cabinet Secretary, Department of Administration will fulfill the fleet-related administrative function for the unassigned spending unit.
- 5.0 **Assigned Constitutional Officer** – The constitutional officer assigned responsibility for a spending unit. In cases where a spending unit has not been assigned to a constitutional officer, the Cabinet Secretary, Department of Administration will fulfill the fleet-related administrative function for the unassigned spending unit.
- 6.0 **Authorized Passenger** – A personnel classification such as agent, broker, contractor, persons involved in mission of mercy or medical emergency; other passenger not employed by the State of West Virginia who have a connection with or may have an official business relationship with the state; and recipients of health, public safety, and welfare services performed by the State.
- 7.0 **Biodiesel** – Fuel refined from agriculturally derived oils that is suitable for use in diesel engines. Often blended with traditional petroleum-based diesel in amounts connoted by the letter "B" and number (e.g., B-20 = 20% biodiesel and 80% petroleum diesel).
- 8.0 **Capital Equipment** – An item (single vehicle or piece of equipment) of non-consumable tangible personal property having a normal useful life of one year or more and a total acquisition cost, or fair market value if donated, of \$5,000 or greater. Managing vehicles and equipment includes the proper disposition, decommissioning, and transfer of equipment.
- 9.0 **Carbon Dioxide** – A standard component of conventionally powered vehicle emissions and a principal greenhouse gas.

- 10.0 **Carpool Vehicle** – A vehicle which is generally used each workday to carry at least three employees to and from work in a spending unit-sponsored commuting pool.
- 11.0 **Centralized Fleet** - Vehicles and aircraft, regardless of acquisition method, i.e., donation, long-term lease, or purchase, that are available for use by state spending units.
- 12.0 **Citation** – Any administrative or criminal notice, including written warnings, provided directly to a vehicle driver or to a spending unit where the identity of the vehicle driver is contained on the notice. A notice may take the form of a traffic ticket, parking ticket, toll violations, or vehicle tow notice.
- 13.0 **Commissioning** – The administrative process to receive, verify purchase/release order compliance, and add a vehicle to asset management or fleet management databases. The commissioning date may proceed the “in-service” date (date vehicle became mission capable).
- 14.0 **Commuting** – The act of driving a vehicle, whether permanently or temporarily assigned, to and from an employee’s home and office.
- 15.0 **Compressed Natural Gas** – Natural gas under pressure; vehicles can use natural gas as either a liquid or a gas; most vehicles use the gaseous form.
- 16.0 **Constitutional Officer** – Those officers authorized by the West Virginia Constitution (W.Va. Const. art. VII, Section one), i.e., governor, secretary of state, auditor, treasurer, commissioner of agriculture and attorney general.
- 17.0 **Control Employee** – An elected official or employee whose compensation equals or exceeds the compensation paid to a Federal Government employee holding a position as defined in the Federal Tax Regulations §1.61-21, as amended.
- 18.0 **Custodian** - The elected or appointed official charged with administering a public body.
- 19.0 **Decommissioning** – The administrative process to remarket, dispose, and delete a vehicle from either asset management or fleet management databases. The decommissioning date may proceed the “surplus” date (date vehicle placed in “sold” status).
- 20.0 **Department** – An entity of the State government, as created by W.Va. Code §5F-1-2.
- 21.0 **Department of Administration** – The entity of State government created by W.Va. Code §5F-1-1 et seq.

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- 22.0 **De minimis Fringe Benefits** – include property or services, provided by a spending unit for an employee, with a value so small that accounting for it is unreasonable or administratively impractical. The value of the benefit is determined by the frequency it is provided to each individual employee, or, if this is not administratively practical, by the frequency provided by that spending unit to the workforce as a whole [IRC §132(e); Reg. §1.132-6(b)]. The law does not specify a dollar threshold for benefits to qualify as de minimis. The determination will always depend on situational facts and circumstances.
- 23.0 **Donated Vehicle** – The result of an act by which the owner of a vehicle, voluntarily transfers the title and possession of the vehicle, from himself to any activity, agency, authority, board, bureau, center, college, commission, constitutional office, council, department, division, extension, fund, institute, institution, network, office, organization, partnership, program, region, service, unit, or university (hereinafter referred to collectively as “spending unit”) without any consideration. The donation of the vehicle is perfected if the vehicle has been accepted by the spending unit and has been placed in any asset management category other than “sold.”
- 24.0 **Driver Qualification File (DQF)** – A file maintained by the Spending Unit Fleet Coordinator for each assigned driver. Elements of this file will include such items as: Employment Application, Interview notes, MVR checks, Driver training information, Driver corrective action plan and Driver evaluation and performance reviews.
- 25.0 **Eco Driving** – Driving best practices that reduce fuel consumption, GHG emissions, and accident rates.
- 26.0 **Electric Vehicle** – A vehicle which uses one or more electric motors for propulsion.
- 27.0 **Emergency Vehicles** – Public safety emergency response vehicles used by State of West Virginia.
- 28.0 **Employee** - Any individual authorized to operate a state-owned vehicle on behalf of the State of West Virginia, e.g., part-time, hourly, full-time employees, and any individual under contract to perform services.
- 29.0 **Event** – Damage to a state-owned or leased vehicle attributable to acts of nature, e.g., hail, water, wind, fire, rockslide, mudslide, earthquake, etc.
- 30.0 **Fleet Management Office (FMO)** - The entity within the DOA hereinafter referred to as FMO. FMO is responsible for the storage, purchase, lease, maintenance, and repair of all state-owned or leased vehicles and aircraft.
- 31.0 **Handheld or Permanently Installed Two-way Radio Communication Device** – Any

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electronic device that may be used to send and receive (two-way) voice communications without voice command or manual data inputs regardless of wavelength, amplitude, frequency, phase, pulse width, transmission channel or medium including: general radio service, aviation radio service, marine radio service, general mobile radio service (GMRS), microwave broadcast service, cellular radiotelephone, or voice over internet protocol (VOIP).

- 32.0 **Hands-free Wireless Communication Device** – A wireless communication device equipped with an internal feature or function, or an attachment or addition, whether or not permanently part of the device, by which a user engages in a conversation, sends or receives a message, interchanges information, or otherwise communicates without the use of either hand: Provided, That this definition does not preclude the use of either hand to activate, deactivate or initiate a function of the device.
- 33.0 **Hazardous Material** – Materials that are radioactive, flammable, explosive, corrosive, oxidizing, asphyxiating, bio-hazardous, toxic pathogenic, or allergenic. Also included are physical conditions such as compressed gases and liquids or hot materials, including all materials that may have other characteristics that render them hazardous in specific circumstances.
- 34.0 **Home Office** - The employee's home is the official location from which he/she begins and ends work duties and the employee does not report on any routine frequency to an official state facility prior to beginning work or at the conclusion of work. The location of the employee's home must be within the geographic confines of the employee's assigned work area.
- 35.0 **Hybrid Vehicle** – A vehicle that uses two or more distinct power sources to move the vehicle. Most commonly refers to hybrid electric vehicles (HEV) which combines an internal combustion engine and one or more electric motors.
- 36.0 **Incident** – Damage to a state-owned or leased vehicle that does not involve either another vehicle or an act of nature, e.g. vandalism, curb-strike, property damage, deer-strike, unknown causes, etc.
- 37.0 **Life-Cycle Environmental Impacts** – Life-cycle assessment to determine the environmental impacts of products, processes, or services, through production, usage, and disposal.
- 38.0 **Long-term Vehicle Lease** – Any vehicle lease agreement where the lease period includes twelve monthly lease periods or one annual period regardless of accounting timeframes used, i.e. calendar year or fiscal year.
- 39.0 **Metered Equipment** – Any powered implement that is metered for hours of use.

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Regulatory authority: Code of State Rules 148 CSR 3.
Revision date: See Summary of Change

- 40.0 **Modification** – Any change in or addition to original equipment manufacturer (OEM) equipment, technology, or options contained in statewide or agency procurement contracts.
- 41.0 **Non-employee** – An agent, broker, contractor, person involved in missions of mercy or medical emergency, or other persons outside the state government of the State of West Virginia who have a connection with or may have a relationship to State business.
- 42.0 **Official Business** – Business on behalf of the State of West Virginia.
- 43.0 **Office** – The official work location where the employee routinely begins their tour of duty.
- 44.0 **Operator** – A person to whom a state owned vehicle is assigned.
- 45.0 **Person** – Includes any natural person, corporation, partnership, firm, or association.
- 46.0 **Preventable Accident** – A preventable accident or incident is one in which the driver failed to do all that could be reasonably expected of them to avoid the accident or incident.
- 47.0 **Priority Definition:**

Critical	Critical: Production stops due to product or major feature failure or data corruption. Stop everything and fix within one (1) business day.
High	Serious: Major impact. Major feature/product failure; inconvenient workaround or no workaround exists. Fix immediately following any critical priority items - two (2) business days.
Medium	Minor: Minor impact. Minor feature/product failure, convenient workaround exists. Fix within three (3) business days.
Low	Informational or Feature Request: Functionality does not match documented specifications or customer would benefit from new feature. Fix within ten (10) business days.

- 48.0 **Public Body** - Every state officer, agency, department, including the executive, legislative and judicial departments, division, bureau, board and commission; every county and city governing body, school district, special district, municipal corporation, and any board, department, commission council or agency thereof; and any other body which is created by state or local authority or which is primarily funded by the state or local authority.

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 Regulatory authority: *Code of State Rules* 148 CSR 3.
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- 49.0 **Public Record** – Includes any writing containing information relating to the conduct of the public's business, prepared, owned, and retained by a public body.
- 50.0 **Public Safety Officer** – An individual serving a public agency in an official capacity, with or without compensation, as a:
- 50.1. Law enforcement officer, with power of arrest, authority to carry firearms, and execute search warrants
 - 50.2. Firefighter
 - 50.3. Chaplain
 - 50.4. Member of a rescue squad or ambulance crew.
- 51.0 **Seized or Forfeited Vehicle** – The result of an act by a court ordering the forfeiture of a vehicle, that directs that: (1) The title of the seized or forfeited vehicle be vested in a petitioning law enforcement agency; or (2) The law enforcement agency responsible for the vehicle seizure retains the vehicle for “official use”. Detailed information for the seized or forfeited vehicle will be reported by the law enforcement agency accepting or operating the seized or forfeited vehicle to the Fleet Management Office when the seized or forfeited vehicle has been placed in any asset management category other than “sold.”
- 52.0 **Short-term Vehicle Lease** – Any vehicle lease agreement where the lease period includes thirty days or more; but less than twelve monthly lease periods or one annual period regardless of accounting timeframes used, i.e. calendar year or fiscal year.
- 53.0 **Spending Officer** – The executive head of a spending unit, or the person designated in writing by him or her to perform the spending officer function.
- 54.0 **Spending Unit** – Any activity, agency, authority, board, bureau, center, college, commission, constitutional office, council, department, division, extension, fund, institute, institution, network, office, organization, partnership, program, region, service, unit, or university (hereinafter referred to collectively as “spending unit”).
- 55.0 **Spending Unit Fleet Coordinator (SUFC)** – The designated individual in each spending unit that oversees vehicle acquisition, management, reporting, and utilization; may access shared-use, central motor pool vehicles, or state aviation assets; and serves as the link for that spending unit with FMO.
- 56.0 **State Owned Vehicle** – Any vehicle owned by the State of West Virginia.

- 57.0 **State Fleet Administrator** - The West Virginia Department of Administration, Fleet Management Office Executive Director.
- 58.0 **State Fleet Manager** – The Administrative Services Manager(s) assigned fleet management duties within the Fleet Management Office.
- 59.0 **Use of A Wireless Communication Device** – To verbally or visually converse, message, or otherwise interchange information, including utilization of the internet on a wireless communication device, whether by audio or video communication, telephone, text messaging, or other form of electronic communication.
- 60.0 **Vehicle** – Any state or agency-owned, leased, or acquired vehicle regardless of intended use with a gross vehicle weight rating (GVWR) of 10,000 pounds or less. Provided, that this definition does not apply to all terrain vehicles (ATV) or vehicles requiring a commercial driver's license to operate. Spending units may request a written determination of applicability from the DOA Fleet Management Office for other special-use equipment that may be eligible for exclusion based on the scope of this paragraph. Factors effecting applicability determination will include the manufacturer's intended use of the equipment; and any specialty training, certification, or additional licensures required for safe operation.
- 61.0 **Vehicle Maintenance File** – A complete maintenance record on each vehicle in the fleet. It will include basic vehicle information and information indicating the nature and due date of any inspection and maintenance operations to be performed on the vehicle, and a record of any inspections, repairs and maintenance performed on the vehicle in question, including dates performed and specifics on the nature of the operations.
- 62.0 **Vehicle Maintenance Support Center (VMSC)** – Located at the Automotive Resources International headquarters in Mount Laurel, New Jersey. The control center [1-800-CAR-CARE (227-2273)] manages the maintenance activities of FMO-owned or leased vehicles and certain spending unit-owned or leased vehicles.
- 63.0 **Vehicle Utilization Criteria** – All vehicles governed by this rule should meet minimum utilization criteria established by the Fleet Management Office. Justification for each underutilized vehicle will be either provided by the assigned cabinet secretary or assigned constitutional officer using the Fleet Management Office designated form. Utilization criteria will apply to each vehicle individually; consider periods of inactivity; specialized vehicle mission; cost effectiveness; minimum mileage requirements; and the current replacement methodology established by the Fleet Management Office. Minimum utilization criteria will be reviewed by the fleet Management Office each fiscal year, provided to either the assigned cabinet secretary or assigned constitutional officer, and included in an annual report to the Executive and Legislative branches of State Government.

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- 64.0 **Violation** – Any administrative or criminal notice, including citation where the vehicle driver's name is not contained on the notice. A notice may take the form of a parking ticket, missing toll payment, or vehicle tow notice.
- 65.0 **Wireless Communication Device** – A cellular, analog, wireless or digital device, computer or telephone, capable of accessing, sending or receiving wireless electronic messages, conversation or other interchange or information, including, but not limited to, a wireless telephone service, a wireless internet service or a wireless text messaging service. Provided, that this definition does it apply to hand held radios necessary by a driver during the course of their employment.
- 66.0 **Writing** – Includes any books, papers, maps, photographs, cards, tapes, recordings, or other documentary materials regardless of physical form or characteristics.

Section III: Introduction

1.0 Authority:

- 1.1. Enabling statute: WV Code §5A-1-2(f) and §5A-3-48 through 5A-3-53.
- 1.2. Regulatory authority: Code of State Rules 148 CSR 3.

2.0 Applicability of Policies and Procedures:

- 2.1. These policies and procedures apply to anyone that operates or is responsible (directly or indirectly) for the safe operation of any vehicle or equipment owned, leased, or rented by the State of West Virginia.
- 2.2. These policies and procedures apply to any state or agency-owned, leased, rented, or acquired vehicle regardless of intended use with a gross vehicle weight rating (GVWR) of 10,000 pounds or less, excepting all-terrain vehicles (ATV) or vehicles requiring a commercial driver's license to operate. Spending units may request a written determination of applicability from the DOA Fleet Management Office for other special-use equipment that may be eligible for exclusion based on the scope of this paragraph. Factors effecting applicability determination will include the manufacturer's intended use of the equipment; and any specialty training, certification, or additional licensures required for safe operation.

3.0 Disciplinary Action:

- 3.1. Any breach of these policies and procedures may subject the driver to disciplinary action by the assigned spending officer, up to and including employment termination.

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Enabling statute: WV Code §5A-1-2(f) and §5A-3-48 through 5A-3-53.
Regulatory authority: Code of State Rules 148 CSR 3.
Revision date: See Summary of Change

4.0 Responsibilities:

- 4.1. The DOA is responsible for developing policies and procedures for the purchase, use, storage, maintenance, repair, and disposal of state-owned vehicles.
 - 4.1.1. The Fleet Management Office (FMO) is responsible for:
 - 4.1.2. The administration of the state fleet.
 - 4.1.3. Developing, monitoring, and enforcing fleet-related policies and procedures:
 - 4.1.4. Vehicle assignment.
 - 4.1.5. Utilization.
 - 4.1.6. Vehicle loss and damage.
 - 4.1.7. Vehicle violations and driver citation.
 - 4.1.8. Driver risk assessment and training.
 - 4.1.9. Scheduled and unscheduled maintenance practices.
 - 4.1.10. Repair authorization controls.
 - 4.1.11. Decommissioning and cannibalization.
 - 4.1.12. Vehicle replacement methodologies.
 - 4.1.13. Fleet-related citizen inquiries.
- 4.2. The FMO will work in concert with:
 - 4.2.1. The DOA Board of Risk and Insurance Management (BRIM) and spending units on loss or damage reporting, insurability, employability, and safety-related training.
 - 4.2.2. The DOA Purchasing Division on fleet-related procurement activities including review of vehicle purchase or release order accuracy; specification development; commodity council participation; and when requested, participation in bid evaluation.

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- 4.2.3. The DOA State Surplus Office and spending units exempt from the DOA State Surplus Office to ensure maximum vehicle remarketing efforts.
- 4.2.4. The DOA Travel Management Office to ensure complementary policies and procedures related to travel by state employees.
- 4.2.5. The DOA Aviation Division to ensure vehicular and aviation services are conjoined in supporting the efficient use of state-owned or leased assets by authorized passenger(s) or vehicle drivers.
- 4.2.6. The DOA Finance Division:
 - 4.2.6.1. Providing the Finance Division Accounts Payable and Accounts Receivable Sections accurate data in which to provide timely payment to vendors and to minimize aging receivable payments by spending units.
- 4.2.7. West Virginia Constitutional Offices:
 - 4.2.7.1. To ensure complementary fleet-related policies and procedures for assignment, utilization, replacement, fringe benefit reporting; state-owned or leased vehicle acquisition; specification development; commodity council participation; and when requested, participation in bid evaluation.
 - 4.2.7.2. To ensure minimal vehicle cannibalization and maximum vehicle remarketing efforts.
- 4.3. Spending officers are responsible for:
 - 4.3.1. Monitoring and enforcing policies and procedures governing the acquisition, assignment, use, loss or damage, maintenance, and repair of state vehicles.
 - 4.3.2. The timely submission of various FMO forms, and reports.
 - 4.3.3. The prompt payment of fleet-related invoices.
 - 4.3.4. Designating a Spending Unit Fleet Coordinator using the DAO-FM-006, Fleet Duty Appointment.
 - 4.3.5. Designating an individual using the DAO-FM-006, Fleet Duty Appointment to request, maintain, and manage confidential license plates (optional).

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- 4.4. SUFC is responsible for:
 - 4.4.1. Carrying out the duties and responsibilities as assigned by their spending officer.
 - 4.4.2. Complying with FMO and spending unit policies and procedures.
 - 4.4.3. Establishing internal spending unit procedures to ensure vehicles are maintained and safely operated. Spending units may develop internal policies and procedures to supplement and strengthen FMO policies and procedures.
 - 4.4.4. Orienting and training of employees using FMO-provided, web-enabled applications to ensure vehicle drivers are aware of FMO policies and procedures and of their individual responsibilities concerning the safe use of state-owned or leased vehicles.
 - 4.4.5. Ensuring vehicle drivers are registered users of FMO-provided, web-enabled applications to continuously verify the possession of a valid driver's license and maintenance of acceptable driving record based on West Virginia driver point system.
 - 4.4.6. Reporting to FMO using DOA-FM-012, Fleet Driver Report of Accident or Incident and BRIM using the Insurance Loss Notice, within one workday of discovery, when practical; any vehicle loss, damage, towing, or violation; and any driver citation that may result in either temporary or permanent driver's license suspension.
 - 4.4.7. Controlling vehicle utilization to ensure optimum use and efficiency.
 - 4.4.8. Submitting requests for utilization exemption using DOA-FM-013 Fleet Utilization Exemption Request.
 - 4.4.9. Monitoring vehicle use and taking appropriate action, e.g., training and/or progressive discipline, when an employee's vehicle use is determined to be inappropriate or is not in accordance with either FMO or spending unit policies and procedures.
 - 4.4.10. Submitting reports to FMO, as requested or required.
- 4.5. Spending unit driver supervisor will ensure driver compliance with FMO and spending unit policies and procedures. Additionally, the spending unit driver supervisor or designee will be responsible for:

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- 4.5.1. Certifying driver imputed data for commuter/home office use of state-owned or leased vehicles using DOA-FM-010, Fleet Statement of Commuting Value, or by using FMO-provided, web-enabled Trip Log System.
- 4.5.2. Certifying driver imputed data for use of third-party daily rental or long-term lease vehicles for any purpose using DOA-FM-010, Fleet Statement of Commuting Value, or by using FMO-provided, web-enabled Trip Log System.
- 4.5.3. Reporting vehicle or driver assignment and/or location using the FMO-provided, web-enabled fleet management program.
- 4.5.4. Forwarding to the SUFC using DOA-FM-012, Fleet Driver Report of Accident or Incident and BRIM using the Insurance Loss Notice, within one workday of discovery, when practical; any vehicle loss, damage, towing, or violation; and any driver citation that may result in either temporary or permanent driver's license suspension.
- 4.6. Vehicle drivers are responsible for reviewing and complying with all policies and procedures pertaining to the use, maintenance, repair, and safe operation of state-owned or leased vehicles:
 - 4.6.1. Conforming to all laws, ordinances and rules governing the safe operation of a motor vehicle;
 - 4.6.2. Responding to any and all citations or warrants issued or fines levied regarding the operation or parking of the vehicle, to which he or she is assigned (either temporarily or permanently) and is personally liable for any and all fines or penalties – criminal or civil.
 - 4.6.3. Reporting to their supervisor using DOA-FM-012, Fleet Driver Report of Accident or Incident and BRIM using the Insurance Loss Notice, within one workday of discovery, when practical; any vehicle loss, damage, towing, or violation; and any driver citation that may result in either temporary or permanent driver's license suspension.
 - 4.6.4. Reporting to their supervisor or spending unit designee any commuter/home office use of state-owned or leased vehicles using DOA-FM-010, Fleet Statement of Commuting Value, or by using FMO provided web-enabled Trip Log System;
 - 4.6.5. Reporting to their supervisor or spending unit designee any use of privately owned vehicles using DOA-FM-010, Fleet Statement of Commuting Value, or

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by using FMO provided web-enabled Trip Log System; and

- 4.6.6. Reporting to their supervisor or spending unit designee any use of third-party daily rental or long-term, private-sector lease vehicles for any purpose using DOA-FM-010, Fleet Statement of Commuting Value, or by using FMO provided web-enabled Trip Log System; and
- 4.6.7. Submitting reports to spending unit and FMO as requested or required.

Section IV: Vehicle Lifecycle

Subsection I: Assignment

1.0 Assignment:

- 1.1. To ensure full and proper utilization, vehicles will be assigned to a spending unit and managed by the SUFC in coordination with the spending officer. While the needs of a specific employee, activity, department, division, etc. may be used as justification for assignment of a vehicle, responsibility for the assigned vehicle will remain with the SUFC for utilization, maintenance, repair, and transfer within the spending unit.
- 1.2. In cases where the spending unit cannot justify continued assignment of a vehicle using DOA-FM-013, Request for Utilization Exemption, FMO may recommend – intra/-inter spending unit vehicle transfer or decommissioning of the affected vehicle.

2.0 Assignment Criteria:

- 2.1. Assignments may be approved on the basis of one of the following:
- 2.2. The vehicle will be driven 18,000 miles.
- 2.3. The vehicle will be assigned to a public safety officer.
- 2.4. The vehicle will be assigned to an employee whose job duties require the constant use or continuous availability of specialized equipment which cannot feasibly or economically be either transferred between centralized fleet vehicles or carried in personal vehicles. Such equipment may include medical supplies; monitoring or testing apparatus or other supplies; equipment or material necessary to perform the spending unit's mission or function.
- 2.5. The vehicle will be assigned to an employee, on 24-hour call, who must respond to emergencies on a regular or continuing basis where the emergency response is normally to a location other than the employee's official workstation.

- 2.6. The vehicle will not be permanently assigned to a specific employee, but will be used for essential travel related to the transportation of authorized passengers on a routine basis; or for the essential administrative functions of the spending unit for which the use of a temporary assignment vehicle, daily rental vehicle, long-term lease vehicle, or personally owned vehicle using mileage reimbursement is neither feasible nor economical.

3.0 Future Vehicle Assignment:

- 3.1. Assignment will not create a right or entitlement to future vehicle use or assignment.

4.0 Requests for Assignment:

- 4.1. Requests by spending units for vehicle assignment will be submitted to FMO using either DOA-FM-005, Fleet Vehicle Request or DOA-FM-009, Fleet Permanent (one-year or more) Increase Request. All fleet-related requests must be routed through the SUFC, spending officer, and either assigned cabinet secretary or assigned constitutional officer or designee prior to transmission or delivery to FMO. Forms should be transmitted or submitted at least 90 days prior to the need for the vehicle, when feasible.
- 4.2. Requests may contain original signatures; may contain certified digital signatures; or may be unsigned when other methods are used to document approval, such as a supporting email or cover letter/memorandum. In cases where either the assigned cabinet secretary or assigned constitutional officer is not available for signature or has authorized delegation of authority, each request must contain the following statement: "I have been delegated authority to approve fleet-related requests by my assigned [cabinet secretary] [constitutional officer]."
- 4.3. The FMO will review the DOA-FM-005, Fleet Vehicle Request and approve, disapprove, or request additional information within five (5) business days from receipt.
 - 4.3.1. For spending units requesting:
 - 4.3.1.1. To lease vehicles from the FMO.
 - 4.3.1.2. For FMO to finance and lease to the spending unit.
- 4.4. The FMO will review the DOA-FM-005, Fleet Vehicle Request and approve, disapprove, or request additional information within five (5) business days from receipt.

4.4.1. For spending units requesting:

4.4.1.1. To purchase vehicles outright using the statewide motor vehicle contract.

4.4.1.2. To purchase vehicles outright using statutorily authorized purchasing methods.

4.4.2. A purchase order number is required on the DOA-FM-005 as well as a copy of the purchase order/release order.

4.5. The FMO will review the DOA-FM-009, Fleet Permanent (one-year or more) Increase Request and endorse as appropriate or return to spending unit for additional information. Once approved, the spending unit will be provided an annotated copy of the completed DOA-FM-009.

4.6. Upon receipt of the DOA-FM-009, spending units may:

4.6.1. Attach purchase/release order and return to FMO for additional endorsement and continued processing by the Central Purchasing Division using the statewide motor vehicle contract.

4.6.2. Attach purchase/release order and return to FMO for additional endorsement, return to the spending unit, and continued processing by spending unit purchasing office using statutorily authorized purchasing methods.

5.0 Term of Assignment:

5.1. Assignment of a vehicle to a spending unit will normally be for a minimum period of four years or 100,000 miles whichever occurs later. The FMO will prepare vehicle utilization criteria and replacement methodology annually.

5.2. Exceptions to the minimum term of assignment may be granted by the FMO when in the best interest of the State of West Virginia or the affected spending unit.

5.3. Vehicle assignments will terminate upon notification by FMO; at the expiration of vehicle financing agreement; or as determined by the spending officer for vehicles without lien holder.

6.0 Asset Management:

6.1. Each spending unit retains responsibility for adding and updating state and spending unit legacy asset management computer systems and managing vehicles and equipment

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(capital equipment) utilized by their spending unit. The FMO will be responsible for adding and updating vehicles and equipment in the automated fleet management system utilized by the FMO.

- 6.2. Beginning with Model Year 2011, spending units authorized to accept vehicles at locations other than the State Surplus, Dunbar, West Virginia location are required to photograph each vehicle upon receipt, annually thereafter, and forward electronic copies to the FMO. The following convention will be used for each picture transmitted to the FMO: [spending unit] [photo description (front, rear, dside, pside, top)] [last eight digits of VIN] [date of photo (mm/dd/yyyy)]. Photographs should include the front, rear, sides (passenger-ps and driver-ds), and roof of each vehicle and contain sufficient clarity to determine if damage to the vehicle has occurred. Photographs will be added to the FMO Vehicle Maintenance File and available to spending units using a secure, web-enabled program.
- 6.3. Capital equipment is an item (single vehicle or piece of equipment) of non-consumable tangible personal property having a normal useful life of one year or more and a total acquisition cost, or fair market value if donated, of \$5,000 or greater. Managing vehicles and equipment includes the proper disposition, decommissioning, and transfer of equipment.

7.0 Requests for Confidential Plates:

7.1. Initial Requests:

- 7.1.1. State spending units who meet the requirements of West Virginia Code §17A-3-23, will annotate the DOA-FM-005, Fleet Vehicle Request or DOA-FM-009, Fleet Permanent (one-year or more) Increase Request using the “Desired Vehicle Options” space to either request a confidential license plate for the vehicle or to annotate that an existing confidential license plate will be transferred from a vehicle being decommissioned and provide the plate number.
- 7.1.2. Requests for confidential license plates issued by other states must be approved in writing by the Commissioner, Department of Motor Vehicles. If approved, the DMV will authorize FMO to obtain confidential plates issued by another state on behalf of the spending unit. DMV approval for an out-of-state confidential plate does not constitute authority to increase fleet size by the spending unit, nor does it constitute authority to exceed the total number of confidential license plates authorized by West Virginia Code §17A-3-23.
- 7.1.3. There is no fee associated with obtaining a West Virginia confidential license plate.

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7.1.4. Any fees associated with obtaining a confidential license plate issued by other states will be borne by the affected spending unit.

7.1.5. Requirements for issuance of temporary license plates by car dealerships remain unaffected.

7.2. Renewal or Change of Registration Requests:

7.2.1. State spending units who meet the requirements of West Virginia Code §17A-3-23, may coordinate directly with the DMV to obtain necessary changes in registration information or to obtain a replacement of confidential license plates. In cases where a confidential license plate has been lost or stolen, a new (replacement) license plate may be requested by either FMO or the spending unit from the DMV. In cases where the spending unit has maintained physical possession of the confidential license plate to be replaced, the spending unit will surrender the confidential license plate being replaced to the DMV within five (5) work days, when practical, of receipt of the replacement confidential license plate.

7.2.2. Change of registration information renewals for confidential license plates issued by other states must be approved in writing by the Commissioner, Department of Motor Vehicles. If approved, the DMV will authorize FMO to request change in registration information or to renew confidential plates issued by another state on behalf of the spending unit. DMV approval for an out-of-state confidential plate does not constitute authority to increase fleet size by the spending unit, nor does it constitute authority to exceed the total number of confidential license plates authorized by West Virginia Code §17A-3-23.

7.2.3. Any changes in vehicle status (confidential license plate to “official use” license plate) require a DOA-FM-021, Fleet Vehicle Change Request, to FMO prior to, when practical, any changes being made.

7.2.4. Any fees associated with obtaining changes in registration information or renewals for confidential license plates issued by other states will be borne by the affected spending unit.

8.0 Request for State “Official Use” License Plate:

8.1. Spending units must ensure all vehicle purchases, donations, release orders, or long-term lease contracts are approved by FMO and that DOA-FM-002A/B, Fleet Mandatory Requirements are met.

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- 8.2. Any changes in vehicle status (official use license plate to confidential license plate) require a DOA-FM-021, Fleet Vehicle Change Request, to FMO prior to, when practical, any changes being made.
- 8.3. FMO will request initial issuance or replacement of “official use” license plates for DOA-leased vehicles, including spending unit specialty plates that have been approved by West Virginia Code. Spending units are required to provide initial state “official use” license plate information for Model Year 2011 and earlier vehicles to FMO not later than June 30, 2011.
- 8.4. Upon decommissioning and retirement, revenue generated from the sale of the DOA-leased vehicle will be applied (minus applicable surplus property fee, if any) as a discount against the replacement lease for the vehicle being decommissioned. In the event, the spending unit fails to execute a replacement lease for the vehicle being decommissioned, revenue generated from the sale of the DOA-leased vehicle being decommissioned will be paid (minus applicable surplus property fee, if any) to DOA FMO to use at its sole discretion.
- 8.5. Regardless of intended use, spending units may not:
- 8.6. Increase fleet size without approval. DOA-FM-009, Fleet Permanent (one-year or more) Increase Request must be prepared by the spending unit and approved prior to taking possession of the seized or forfeited vehicle.
- 8.7. Vehicles that are proposed for donation and retention by a state spending unit must be approved through the use of a DOA-FM-005, Fleet Vehicle Request or DOA-FM-009, Fleet Permanent (one-year or more) Increase Request. FMO will request initial issuance or replacement of all “official use” license plates for donated vehicles, including spending unit specialty plates that have been approved by West Virginia Code. Spending units are required to provide initial state “official use” license plate information for Model Year 2011 and earlier donated vehicles to FMO not later than June 30, 2011.
- 8.8. Upon decommissioning and retirement, revenue generated from the sale of donated vehicles will be paid to (minus applicable surplus property fee, if any) or retained by the spending unit in which the vehicle was bequeathed or donated.
- 8.9. Regardless of bequeathing or donation instructions to the contrary, spending units may not:
- 8.10. Increase fleet size without approval. DOA-FM-009, Fleet Permanent (one-year or more) Increase Request must be prepared by the spending unit and approved prior to

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perfecting the acceptance of the donated vehicle.

- 8.11. Vehicles that are forfeited through court process or seized by a state spending unit and intended for official use (whether temporary or permanent) by a law enforcement agency must be approved through the use of a DOA-FM-005, Fleet Vehicle Request or DOA-FM-009, Fleet Permanent (one-year or more) Increase Request. FMO will perform the initial administrative processes leading to titling and registration; and request initial issuance or replacement of all “official use” license plates for forfeited or seized vehicles, including spending unit specialty plates that have been approved by West Virginia Code. Spending units are required to provide initial state “official use” license plate information for Model Year 2011 and earlier forfeited or seized vehicles to FMO not later than June 30, 2011.
- 8.12. Upon decommissioning and retirement, revenue generated from the sale of seized or forfeited vehicles will be paid to (minus applicable surplus property fee, if any) or retained by the spending unit that affected the forfeiture or seizure to administer as directed by federal or state statute/code or regulation.
- 8.13. Regardless of intended use, spending units may not:
- 8.14. Increase fleet size without approval. DOA-FM-009, Fleet Permanent (one-year or more) Increase Request must be prepared by the spending unit and approved prior to taking possession of the seized or forfeited vehicle.
- 8.15. Requirements for issuance of temporary license plates by car dealerships remain unaffected.
- 8.16. No fee is attached for West Virginia registration renewal for “official use” licensed vehicles.

9.0 Request for Non-“Official Use” License Plate:

- 9.1. Spending units must ensure that long-term lease contracts are pre-approved by FMO using DOA-FM-005, Fleet Vehicle Request or DOA-FM-009, Fleet Permanent (one-year or more) Increase Request and DOA-FM-002A/B, Fleet Mandatory Requirements are met.
- 9.2. Leasing companies are responsible for obtaining the initial non- “official use” license plate, initial registration, and initial inspection. Subsequent registration renewals and inspections will be obtained by the spending unit in accordance with the lease contract.
- 9.3. Obtaining a long-term lease vehicle does not constitute authority to increase fleet size by the spending unit, nor constitute authority to exceed the total number of non- “official

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use” license plates authorized by West Virginia Code §17A-3-23.

- 9.4. Spending units are required to provide initial state non- “official use” license plate information to FMO not later than June 30, 2011.
- 9.5. Any fees associated with long-term lease contract vehicles will be borne by the spending unit assigned the vehicle.
- 9.6. Requirements for issuance of temporary license plates by car dealerships remain unaffected.

10.0 Titling Authority and Convention:

- 10.1. FMO will perform the administrative processes leading to initial titling and registration of state-owned vehicles. The original title will be maintained securely by FMO in the Fleet Record Center. Spending units will be provided secure, web-enabled access to vehicle titling and registration information.
- 10.2. Vehicles may be titled in the name of the spending unit that funded the vehicle purchase or as required by federal or state statute/code, regulation, or federal grant contract.
- 10.3. Donated vehicles may be titled in the name of the spending unit in which they are bequeathed or donated.
- 10.4. Forfeited or seized vehicles may be titled in the name of the law enforcement agency affecting the forfeiture or seizure.
- 10.5. Long-term lease vehicles may be titled in the name of the leasing company (vehicle owner) in care of (C/O) the spending unit.
- 10.6. Spending units are required to provide the original title for Model Year 2011 and earlier vehicles to the FMO Fleet Record Center for safekeeping not later than June 30, 2011.
- 10.7. Any changes in vehicle status or requested changes in titling or registration information require a DOA-FM-021, Fleet Vehicle Change Request, to FMO prior to, when practical, any changes being made.
- 10.8. Costs associated with annual registration change/renewal will be borne by the spending unit.

Subsection II: Vehicle Utilization

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Regulatory authority: *Code of State Rules* 148 CSR 3.
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1.0 Spending Unit Fleet Coordinator (SUFC) Role:

- 1.1. To ensure full and proper utilization, vehicles are assigned to a spending unit and managed by the SUFC in coordination with the spending officer. While the needs of a specific employee, activity, department, division, etc. may be used as justification for assignment of a vehicle, the assigned vehicle will remain under the direct control of the SUFC for utilization, maintenance, repair, and transfer authority within the spending unit.

2.0 Request for Exemption to Minimum Mileage Criteria:

- 2.1. Exemptions to the minimum mileage specified for assignment or retention of a vehicle may be submitted to FMO using DOA-FM-013, Fleet Utilization Exemption Request. FMO will advise the SUFC using the submitted DOA-FM-013, Fleet Utilization Exemption Request as to the approval/disapproval of the request with a copy to the appropriate spending officer. The spending officer, if dissatisfied with the decision, may submit a formal appeal to the Cabinet Secretary, Department of Administration using the returned DOA-FM-013, Fleet Utilization Exemption Request.
- 2.2. Using DOA-FM-013, Fleet Utilization Exemption Request, select one of the following Exemption Reason Codes:
 - 2.2.1. PSV - Vehicles assigned to public safety officers.
 - 2.2.2. SEV - Vehicles assigned to employees whose job duties require the constant use or continuous availability of specialized equipment which cannot feasibly or economically be transferred between centralized fleet vehicles or carried in personal vehicles. Such equipment may include medical supplies; monitoring or testing apparatus or other supplies; equipment or material necessary to perform the spending unit's mission or function.
 - 2.2.3. ERV - Vehicles assigned to employees, on 24-hour call, who must respond to emergencies on a regular or continuing basis where the emergency response is normally to a location other than the employee's official work station.
 - 2.2.4. ETV - Vehicles assigned to employees for essential travel related to the transportation of authorized passengers on a routine basis; or for the essential administrative functions of the spending unit for which the use of a temporary assignment vehicle, daily rental vehicle, long-term lease vehicle, or personally owned vehicle using mileage reimbursement is neither feasible nor economical.

- 2.2.5. ENV - Vehicles that are free of lien and in the judgment of the spending officer are both economical and necessary for spending unit mission accomplishment. No more than twenty percent (20%) of the spending unit's vehicles may be exempted using this Exemption Reason Code.

3.0 Reassignment of Vehicles Due to Underutilization:

- 3.1. In cases where spending units cannot justify continued assignment of a vehicle using DOA-FM-013 Fleet Utilization Exemption Request, FMO will recommend to the spending officer an –intra/-inter spending unit vehicle transfer or decommissioning of the affected vehicle.
- 3.2. FMO will advise the spending unit in writing of its recommendation using DOA-FM-013, Fleet Utilization Exemption Request within five (5) days of receipt of the form by FMO.
- 3.3. The spending unit may appeal the FMO recommendation to the Cabinet Secretary, Department of Administration using the disapproved DOA-FM-013, Fleet Utilization Exemption Request. A failed utilization exemption appeal will result in an –intra/-inter spending unit vehicle transfer or failing attempts over a 30-day period by spending unit to coordinate an –intra/-inter spending unit vehicle transfer, instructions will be issued by FMO to the spending unit to decommission and retire the affected vehicle. Salvage revenue (minus surplus property fee, if any) for the retired vehicle will be paid to the spending unit that funded the vehicle purchase initially.
- 3.4. In cases where an –intra/-inter spending unit vehicle transfer is successful, the gaining spending unit will pay to the losing unit a one-time payment equal to the expected salvage value of the vehicle (minus surplus property fee, if any) unless waived or reduced by the losing spending unit. Payment, if appropriate, to the losing spending unit will be concurrent to the transfer date of the vehicle to the gaining spending unit. Upon decommissioning and retirement, any future salvage revenue will be paid to the gaining spending unit.
- 3.5. Upon transfer, the gaining spending unit will become responsible for expenses associated with the vehicle, e.g., fuel, insurance, maintenance, repair, and prevailing monthly FMO administrative fee, etc.
- 3.6. An –intra/-inter spending unit transfer does not constitute authority to increase fleet size. Request to increase fleet size will be made by the gaining spending unit using DOA-FM-009, Fleet Permanent (one-year or more) Increase Request.
- 3.7. In all cases, the transfer or retirement of an underutilized vehicle will be tracked by

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FMO and may not be used by the losing spending unit to offset a future FMO authorized purchase without an approved DOA-FM-009, Fleet Permanent (one-year or more) Increase Request.

4.0 Reassignment of Vehicles Due to Failure to Comply with Lease Requirements:

- 4.1. Vehicles owned by DOA FMO and leased to spending units may be reassigned if any of the following events occur:
 - 4.1.1. The vehicle is not exempt from the minimum mileage for assignment or retention requirement using DOA-FM-013, Fleet Utilization Exemption Request.
 - 4.1.2. Vehicle abuse occurs, which includes but is not limited to:
 - 4.1.2.1.1. Improper care and maintenance.
 - 4.1.2.1.2. Excess or extended periods of filth.
 - 4.1.2.1.3. Operating the vehicle without servicing at the specified maintenance frequency.
 - 4.1.2.1.4. Damage to the vehicle caused by willful disregard or improper use.
 - 4.1.3. Lease payments are 60 days in arrears.
 - 4.1.4. Vehicle spending unit is delinquent in the payment of any violation (any administrative or criminal notice, including citation where the vehicle driver's name is not contained on the notice. A notice may take the form of a parking ticket, missing toll payment, or vehicle tow notice) on more than two occasions in a six-month period.
 - 4.1.5. Vehicle driver is delinquent in the payment of any citation (administrative or criminal notice, including written warnings, provided directly to a vehicle driver or to a spending unit where the identity of the vehicle driver is contained on the notice. A notice may take the form of a traffic ticket, parking ticket, toll violations, or vehicle tow notice) on more than two occasions in a six-month period.

5.0 Suspension of Fleet Service Due to Failure to Pay Violation or Citation:

- 5.1. Use of central motor pool vehicles owned by DOA FMO and provided on a daily, weekly, monthly, or quarterly basis to spending units will be suspended if any of the

following events occur:

5.1.1. Vehicle abuse occurs, which includes but is not limited to:

5.1.1.1.1. Improper care and maintenance.

5.1.1.1.2. Excess or extended periods of filth.

5.1.1.1.3. Damage to the vehicle caused by willful disregard or improper use.

5.1.2. Short-term lease payments are 60 days in arrears.

5.1.3. Vehicle spending unit becomes 30 days delinquent in the payment of any violation (any administrative or criminal notice, including citation where the vehicle driver's name is not contained on the notice). A notice may take the form of a parking ticket, missing toll payment, or vehicle tow notice.

5.1.4. Vehicle driver becomes 30 days delinquent in the payment of any citation (administrative or criminal notice, including written warnings, provided directly to a vehicle driver or to a spending unit) where the identity of the vehicle driver is contained on the notice. A notice may take the form of a traffic ticket, parking ticket, toll violations, or vehicle tow notice.

5.2. Periods of suspension:

5.2.1. The period of suspension for reasons identified in subdivisions 5.1.1. through 5.1.2. will be at the sole discretion of the FMO.

5.2.2. The period of suspension for reasons identified in subdivisions 5.1.3. through 5.1.4. will run concurrent with non-payment, until receipt of waiver by the issuing authority, or successful appeal to the Cabinet Secretary, Department of Administration.

5.2.2.1. Documentation of payment, waiver, or successful appeal must be provided to the FMO for service reinstatement to occur.

5.3. Formal Notification and Appeal Process:

5.3.1. Spending Officers will be formally notified of fleet service suspension and provided documentary evidence supporting the suspension.

5.3.2. Fleet service suspension may be appealed to the Cabinet Secretary, Department of Administration. The appeal must:

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- 5.3.2.1. Be in written or electronic format;
- 5.3.2.2. Signed or transmitted by the Spending Officer;
- 5.3.2.3. Provide specific information why the spending unit or driver should not be required to pay the violation or citation.

Subsection III: Green Fleet Initiatives

1.0 Introduction

1.1. Purpose

- 1.1.1. This policy defines and documents the process for purchasing, oversight, operation, and management of the State's diverse vehicle fleet. As such, this policy covers all spending units that have vehicles or metered equipment that operate on gasoline, diesel, electricity, or other types of fuel or energy.
- 1.1.2. This policy sets guidelines to minimize greenhouse-gas (GHG) emissions of current and future fleet vehicles. Implementation of this policy will help the state meet its sustainability goals while reducing the short- and long-term costs of purchasing, maintaining, and operating state vehicles.

1.2. The overall objectives of this policy are to:

- 1.2.1. Inventory and report fleet-wide GHG emissions.
- 1.2.2. Optimize the fleet size, by eliminating or reassigning unused or under-utilized vehicles while promoting car-pooling across spending unit lines.
- 1.2.3. Encourage and educate state employees in eco-driving best practices (e.g., reduced idling).
- 1.2.4. Reduce tailpipe emissions (e.g., through advanced emissions controls).
- 1.2.5. Purchase, when necessary, new vehicles that provide the best available net reduction in vehicle fleet emissions, considering life-cycle economic and environmental impacts (e.g., by purchasing more efficient or alternative fuels vehicles). ¹

2.0 Oversight: The Green Fleet Team

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- 2.1. The Green Fleet Team will oversee refinement and implementation of the Green Fleet Policy.
- 2.2. The Green Fleets Team will be composed of representatives from:
 - 2.2.1. Department of Administration, Fleet Management Office
 - 2.2.2. Department of Administration, Central Purchasing Division
 - 2.2.3. Department of Environmental Protection
 - 2.2.4. Department of Commerce, Division of Energy
 - 2.2.5. Spending units desiring to participate
- 2.3. The Green Fleet Team will be to monitor purchasing of state vehicles, metered equipment, and sustainable maintenance products and services in accordance with the goals and objectives of the Green Fleet policy.
- 2.4. Progress toward these goals will be measured against the Base Year 2011.
- 2.5. Beginning in 2012, the Green Fleet Team will present annual reports of findings and progress to the executive and legislative branches.
- 2.6. The Green Fleet Team will recommend acceptable initial incremental costs for improved environmental performance based on fuel savings and emissions reductions over the service life of a vehicle.
- 2.7. The Green Fleet Team will conduct comprehensive life-cycle cost analyses (including fuel, maintenance, and operational costs, as well as factors specific to emergency vehicles) prior to purchasing fleet replacements or additions. The corresponding bid process will reflect this analysis.

3.0 Establishing a Baseline Inventory

- 3.1. The State of West Virginia will establish and maintain an inventory of the vehicles in its fleet. The inventory will also be used for the State's broader GHG-reduction initiatives and to monitor specific emissions parameters that have been captured since the base year.
- 3.2. The baseline year for the inventory and for the Green Fleet Policy will be Fiscal Year 2011.

- 3.3. The State's Executive Director, Fleet Management Office will develop this baseline inventory. The Executive Director will thereafter provide updated inventory information on an annual basis, in a reliable and verifiable manner, to the Green Fleet Team, executive and legislative branches.
- 3.4. The baseline inventory metrics will include, for each vehicle class and fuel or energy type the following information:

3.4.1. Number of vehicles by EPA vehicle size classification.

(The size class for cars is based on interior passenger and cargo volumes as described below. The size class for trucks is defined by the gross vehicle weight rating (GVWR), which is the weight of the vehicle and its carrying capacity. Fuel economy regulations do not apply to heavy-duty vehicles, so they are not tested.)

Vehicle Size Classes Used in the Fuel Economy Guide

CARS	
Class	Passenger & Cargo Volume (Cu. Ft.)
Two-Seaters	Any (cars designed to seat only two adults)
Sedans	
Mini-compact	Less than 85
Subcompact	85 to 99
Compact	100 to 109
Mid-Size	110 to 119
Large	120 or more
Station Wagons	
Small	Less than 130
Mid-Size	130 to 159
Large	160 or more

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TRUCKS		
Class	Gross Vehicle Weight Rating (GVWR)*	
Pickup Trucks	Through Model Year 2007	Beginning Model Year 2008
Small	Less than 4,500 lbs.	Less than 6,000 lbs.
Standard	4,500 to 8,500 lbs.	6,000 to 8,500 lbs.
Vans	Through 2010	Beginning 2011
Passenger	Less than 8,500 lbs.	Less than 10,000 lbs.
Cargo	Less than 8,500 lbs.	
Minivans	Less than 8,500 lbs.	
Sport Utility Vehicles (SUVs)	Through 2010	Beginning 2011
	Less than 8,500 lbs.	Less than 10,000 lbs.
Special Purpose Vehicles	Through 2010	Beginning 2011
	Less than 8,500 lbs.	Less than 8,500 lbs. or less than 10,000, depending on configuration

*Gross Vehicle Weight Rating (GVWR) is calculated as truck weight plus carrying capacity.

3.4.2. Annual miles driven (or annual hours of metered equipment).

3.4.3. GHG emissions (i.e., carbon dioxide equivalent).

3.4.4. Non-GHG tailpipe emissions (i.e., EPA criteria pollutants).

3.4.5. Quantity of fuel consumed by fuel type.

3.4.6. Cost of fuel consumed by fuel type.

3.4.6.1. Gasoline

3.4.6.2. E-85

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- 3.4.6.3. Diesel
- 3.4.6.4. Biodiesel
- 3.4.6.5. Compressed natural gas
- 3.4.6.6. Electricity (i.e., kWh taken from the grid)

- 3.5. This information will allow the Green Fleet Team to derive or request additional, relevant information, including the above metrics for the State's fleet (calculated by summing each metric across all classes of vehicles and metered equipment) or on an average per-vehicle basis (calculated by dividing the total number of vehicles into the report metrics).

4.0 Implementation Strategies

4.1. Optimize Fleet Size

- 4.1.1. The Fleet Management Office will provide utilization reports to each spending unit and make recommendations about possible fleet reductions including using alternative transportation modes.

4.2. Replacement Vehicles

- 4.2.1. Replacement vehicles will achieve the greatest level of emission reductions possible while still meeting the operational needs of the State and being cost effective. Alternative fuel replacement vehicles should be procured only when there is fueling infrastructure in place at State operated or local commercial fueling stations to support the operation of these vehicles.

- 4.3. The State will make every effort to obtain the vehicles that are the most efficient and emit the lowest pollutants as possible as measured by available emissions certification standards and those published by the vehicle manufacturers:

- 4.3.1. Light Duty Vehicles: The State will purchase or lease only models of passenger vehicles and light duty trucks that are U.S. EPA certified, where service levels are not negatively impacted.

- 4.3.2. Medium Duty Vehicles: The State will purchase or lease only Medium Duty Vehicles whose engines are EPA certified as low-emission when available for the given application and where service levels are not negatively impacted.

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- 4.3.3. Heavy-Duty Vehicles and Equipment: The State will purchase or lease only Heavy Duty Vehicles or Equipment whose engines are EPA certified as low-emission, when available for the given application and where service levels are not negatively impacted.
- 4.4. Emission and GHG-reduction targets will be reviewed initially on an annual basis, using the current and future EPA formula, by the Green Fleet Team and modified based on vehicles available for that model year and anticipated fleet purchases.
- 4.5. Once a meaningful baseline measurement is established, three-year and five-year target goals will be identified. Updates on target progress will be reported annually or at more-frequent intervals as determined by the Executive Director, Fleet Management Office.
- 4.6. Vehicle purchase requests will be reviewed and minimum emission reduction targets will be employed when possible. The Fleet Management Office will work with spending units to identify the most fuel-efficient vehicle with maximum emission reduction available that can meet the operational needs of the spending unit, while taking into account the vehicle life-cycle costs and fuel availability.
- 4.7. Request for exemptions to the Green Fleet Policy will be submitted in writing to the Fleet Management Office. The Executive Director, Fleet Management Office will determine if there is sufficient justification to award an exemption.
- 4.8. Reduce Vehicle Size
 - 4.8.1. Encourage the selection of vehicles of a smaller class size whenever possible in order to achieve increased miles per gallon and lower emissions. Requests for new vehicle purchases must be supplemented with written justification addressing the need for a class or type. The Fleet Management Office will work with the spending units to determine whether a proposed vehicle could be downsized and still fulfill its required function within the department.
- 4.9. Increase Use of Alternate-Fuel Vehicles and Equipment
 - 4.9.1. Alternate-Fuel Vehicles and Equipment will be considered for procurement, when appropriate to the application, as new environmentally- friendly technology becomes available that fits the organizational need and the lifecycle cost analysis demonstrates the procurement and utilization of the vehicle to be economically feasible.
- 4.10. Fuels with lower emissions (such as compressed natural gas, ethanol, electricity, and biodiesel) will be used when feasible. Vehicles using these fuel types will be

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strongly considered when evaluating vehicle replacement.

- 4.11. Fleet Management Office will provide a summary list of alternative fuel vehicles (by fuel type) in the State's fleet to the Department of Environmental Protection and Department of Commerce, Division of Energy as part of its Green Fleet Annual Report.

5.0 Vehicle Maintenance

- 5.1. Emission systems will be inspected annually.
- 5.2. Environmentally friendly products, such as recycled coolants and re-refined oils, will be used where available when cost effective and when it will not void the manufacturer's warranty. Re-treaded tires will be purchased for large-wheeled or slow-moving vehicles, when applicable.

6.0 Operation of Alternate-Fuel Vehicles

- 6.1. All alternate-fuel vehicles owned by the State of West Virginia will bear notice of the type of fuel source to be used in one or more locations that are plainly visible to the vehicle driver.

7.0 Reducing Other Environmental Impacts of Vehicles

- 7.1. In addition to tailpipe emissions, motorized vehicles and equipment may have other negative environmental impacts that can occur in their production, operation, and eventual disposal. Radiator fluids and other substances used in vehicles can have harmful consequences for the environment. Of particular concern are persistent, bio-accumulative, and toxic materials such as mercury, lead, and arsenic, which can be released at the end of the life of a vehicle. When possible, the Fleet Management Office will continue to reduce the life cycle environmental impacts of the vehicles. State vehicles that are identified for retirement will be evaluated on age, mileage, and emissions in order to determine the most appropriate disposal option in accordance with federal, state, and local rules and regulations.

8.0 Implementation Procedures

- 8.1. The Executive Director, Fleet Management Office is responsible for performing the analysis and making recommendations or decisions regarding vehicles that are most appropriate for the state to purchase, with input from spending units. The Executive Director, Fleet Management Office will base the recommendation or decision for a new or replacement vehicle on the purchasing values described

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below. While consideration will be given to the type of vehicle requested by the spending units, Fleet Management Office will purchase vehicles that follow the State of West Virginia Green Fleet Policy and the desire to create a more fuel efficient, cost-effective, and environmentally responsible state fleet.

9.0 Guidelines

- 9.1. Prior to the acquisition of any new or replacement vehicle, the following purchasing values will be considered and carefully examined:
 - 9.1.1. Justification for the vehicle
 - 9.1.2. Frequency of use (utilization)
 - 9.1.3. Suitability for intended job
 - 9.1.4. Fuel efficiency and vehicle size
 - 9.1.5. Environmental impact
 - 9.1.6. Initial and long-term cost
 - 9.1.7. Safety and repair record
 - 9.1.8. Hybrid or alternative fuel vehicle availability or preference
- 9.2. The Fleet Management Office will make every effort to purchase and use the lowest emission vehicle or equipment item possible, while taking into account the vehicle's lifecycle costs, life cycle environmental impacts, and ability to support spending unit operation and services.

10.0 Exemptions

- 10.1. The Fleet Management Office may grant an exemption from the requirements of this policy under any one of the following circumstances:
 - 10.1.1. Where the analysis demonstrates to the satisfaction of Fleet Management Office of the following:
 - 10.1.1.1. That any amortized additional incremental cost of purchasing a lower emission vehicle that complies with the requirements of this policy cannot be recovered over the operational life of the vehicle or metered equipment through a reduction in fuel,

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maintenance, and other costs incurred during the operating life of such vehicle or equipment; and

- 10.1.1.2. That Fleet Management Office, or another spending unit, has unsuccessfully applied for grant funding for the purchase of the vehicle or motorized equipment that complies with the requirements of this policy. In such cases, the Fleet Management Office will refer back to preceding exemption criteria.
- 10.1.1.3. New emergency vehicles purchased under this policy must provide comparable performance, safety, and fuel availability during emergencies as conventionally powered emergency vehicles.

11.0 Increase to Fleet Size

- 11.1. Spending units seeking additional vehicles for their fleet must submit a DOA-FM-009, Fleet Permanent (One-year or more) Increase Request. The series of questions on the form provides needed information for the Executive Director, Fleet Management Office to complete a business need analysis. The Executive Director, Fleet Management Office will then work with the spending unit to reach a decision about expanding the fleet. The completion and filing of this form with the Executive Director, Fleet Management Office does not guarantee that an additional vehicle will be purchased, nor does it imply that the spending unit will receive the vehicle of their choice.
- 11.2. A DOA-FM-009, Fleet Permanent (One-year or more) Increase Request will also be completed by the spending unit if they wish to purchase a vehicle that is a different in vehicle class from the one being replaced.

12.0 Annual Reporting

- 12.1. The Fleet Management Office will provide a Green Fleet Annual Report. This report will include updated fleet-inventory information, along with an update on progress toward the emissions reduction goal, the percentage of alternate fuel vehicles in the state fleet, and year-by-year performance for each matrix. The report will also include reporting on the number of exemptions, approved by spending unit and justification cited.
- 12.2. The Green Fleet Annual Report will be reviewed by members of the Fleet Green Team to determine program effectiveness.

- 12.3. Annual Fleet Management Office purchasing plans will be developed using the options listed above, recommendations from the Environmental Coordinating Team and in accordance with other applicable state policies.
- 12.4. Alternate Fuel: Any fuel other than gasoline, diesel, and other substantially petroleum based fuels that is less polluting than gasoline or diesel fuel. Alternate fuel will include, but is not limited to, natural gas, propane, ethanol (E-85), biodiesel (85 or higher), and electricity, etc.

Subsection IV: Strategic Performance Review (SPR)

1.0 Annual SPR:

- 1.1. FMO will provide spending units with access to a secure, web-enabled fleet management program to monitor, maintain, and report data for assigned vehicles and drivers.
- 1.2. FMO will provide a State Fleet Annual Performance Report by October 31st of each year on the previous calendar year to the Executive, Legislative, and Judicial branches of state government. The State Fleet Annual Performance Report will provide data and narrative explanation on the following categories:
 - 1.2.1. Asset management.
 - 1.2.2. Accident, damage, and loss costs and trends.
 - 1.2.3. Driver risk evaluation program results.
 - 1.2.4. Citation trends.
 - 1.2.5. Driver safety training program results.
 - 1.2.6. Vehicle violation trends.
 - 1.2.7. Utilization below 18,000 miles by associated Exemption Reporting Codes.
 - 1.2.8. Annual cost of ownership (depreciation, financing, fuel, insurance, maintenance, repair, etc.).
 - 1.2.9. Per vehicle per month (PVPM) average maintenance expenditure by vehicle classification (passenger, sport utility, minivan, pickup, full-size van, etc.).
 - 1.2.10. Environmental Protection Act (EPA) fleet reporting results.

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1.2.11. Corporate Automotive Fuel Economy (CAFE) fleet compliance.

1.2.12. Planned FMO initiatives.

1.3. FMO will provide a Spending Unit Fleet Annual Performance Report by March 31st of each year on the previous calendar year to the Executive, Legislative, and Judicial branches of state government. The Spending Unit Fleet Annual Performance Report will provide data and narrative explanation on the following categories:

1.3.1. Asset management.

1.3.2. Accident, damage, and loss costs and trends.

1.3.3. Driver risk evaluation program results.

1.3.4. Citation trends.

1.3.5. Driver safety training program results.

1.3.6. Vehicle violation trends.

1.3.7. Utilization below 18,000 miles by associated Exemption Reporting Codes.

1.3.8. Annual cost of ownership (depreciation, financing, fuel, insurance, maintenance, repair, etc.).

1.3.9. Per vehicle per month (PVPM) average maintenance expenditure by vehicle classification (passenger, sport utility, minivan, pickup, full-size van, etc.).

1.3.10. Environmental Protection Act (EPA) fleet reporting results.

1.3.11. Corporate Automotive Fuel Economy (CAFE) fleet compliance.

1.3.12. Planned spending unit initiatives.

Subsection V: Decommissioning, Retirement, and Remarketing

1.0 Decommissioning and Retirement Criteria:

1.1. Vehicles will not be decommissioned and retired until they qualify for at least one of the following criteria:

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- 1.1.1. Vehicle has 100,000 miles and is 4 years old or older, whichever occurs last.
- 1.1.2. Vehicle without lien holder has damage or needs repair that is greater than 50% of the vehicle's depreciated value.
- 1.1.3. Board of Risk and Insurance Management or other insurance underwriter has taken possession of a damaged "total loss" vehicle.
- 1.1.4. Spending unit has determined that vehicle is no longer needed, is excess to their needs, and the FMO has been unsuccessful in assisting with an –intra/-inter spending unit transfer.

2.0 Vehicle Remarketing:

- 2.1. Once a vehicle has met a minimum decommissioning and retirement requirement above, the spending unit must make every effort to remarket the vehicle and obtain the maximum residual value.
- 2.2. A joint cost-benefit analysis will occur between the spending unit and its authorized surplus property location to determine what, if any, repairs should occur prior to remarketing the vehicle.
- 2.3. In all cases, the following will occur prior to releasing any state-owned or leased vehicle to any non-state spending unit, individual, or company:
 - 2.3.1. All seals, decals, and spending unit equipment will be removed from the vehicle; or when removal of seals and decals is not practical due to damage, identifying markings will be permanently covered with paint or paint primer.
- 2.4. The vehicle will be returned to the spending unit authorized surplus property location. If the vehicle is not drivable, the SUFC will make arrangements for the vehicle to be transported to the spending unit authorized surplus property location or gain approval from the surplus property office to dispose of the vehicle locally.

Section V: Safety Program

Subsection I: Responsibilities

1.0 Responsibilities

- 1.1. Spending Officers

- 1.1.1. Insist that all assigned vehicles are maintained adequately for safe operation.
- 1.1.2. Establish periodic inspection of assigned vehicles for safety discrepancies, malfunctions, and signs of abuse, unreported damage, and cleanliness. Have repairs made as soon as possible.
- 1.1.3. Review each preventable vehicle accident and unsafe driving report with the employee and his supervisor to emphasize management's intolerance of irresponsibility behind the wheel.
- 1.1.4. Establish an aggressive campaign to enforce the wearing of seat belts on all trips.
- 1.2. Supervisors
 - 1.2.1. Ensure that employees do not drive any state-owned, leased, or rented vehicle unless they have a valid driver's license and are familiar with spending unit driving rules and regulations.
 - 1.2.2. Ensure that only authorized personnel are allowed to operate state-owned or leased vehicles, special purpose vehicles, and trucks.
 - 1.2.3. Must be alert in observing unsafe practice of employees and ensure that action is taken immediately to correct the driver.
 - 1.2.4. Review all preventable vehicle collisions with employees at Safety Meetings and discuss each unsafe act that was contributed to the vehicle collision.
 - 1.2.5. Ensure that unsafe vehicles are not driven until safety discrepancies have been corrected.
 - 1.2.6. Fully execute the decisions and recommendations provided by the Safety/Loss Control Committee.
- 1.3. Employees
 - 1.3.1. Employees who drive state-owned, leased, or rented vehicles are required to formally acknowledge the guidelines provided in this policy and procedure manual using the DOA-FM-011-U Fleet Policies and Procedures Driver Acknowledgement.
 - 1.3.2. Safe operation of vehicles and for the safety of passengers and cargo.

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- 1.3.3. Having a valid driver's license in their possession.
- 1.3.4. Inspecting the vehicle which they are about to drive, in accordance with established policies.
- 1.3.5. Reporting any vehicle accidents.
- 1.4. SUFC and Safety/Loss Control Officer
 - 1.4.1. The SUFC and Safety/Loss Control Officer will implement the policies the Fleet Safety Program. Those responsibilities include:
 - 1.4.2. Monitoring the driving experience of employees who operate state-owned or leased vehicles.
 - 1.4.3. Ensuring proper maintenance procedures are being followed to keep vehicles in a safe operating condition.

Subsection II: Driver Eligibility

1.0 Driver's License:

- 1.1. Any employee or non-employee driving a state-owned, leased, or rented vehicle must have a valid driver's license. Vehicle drivers must show the license prior to obtaining any shared –use vehicle. Spending units must have policies and procedures in place to verify employee or non-employee authorization to drive any state-owned, leased, or rented vehicle and to ensure the employee or non-employee possesses and maintains a valid driver's license for the classification of vehicle that they will be operating.
- 1.2. Employees will notify their supervisor within one business day if their driver's license is suspended, revoked, or expired.
- 1.3. Employees who drive vehicles, which require a Commercial Driver's License (CDL), will comply with the West Virginia State Department of Motor Vehicles' requirements for medical examinations and license renewal.
- 1.4. SUFC's will maintain a system that ensures:
 - 1.4.1. All employees and non-employees operating state-owned, leased, or rented vehicles have a valid and proper license for the vehicle classification being operated.

- 1.4.2. Division of Motor Vehicle form (DMV-101-PS-2, Driver MVR Authorization) is on file and that licenses are verified as “valid” no less than annually using the following free web service:

<http://www.transportation.wv.gov/dmv/Pages/dlverify.aspx>

2.0 Monitoring Driver Status:

- 2.1. For temporary vehicle assignments, an employee must show the supervisor a driver's license before using the vehicle.
- 2.2. For permanent assignments, an employee must show the SUFC or FMO a driver's license before signing for the vehicle.
- 2.3. For commercial daily rental vehicle use, an employee must meet the requirements of the rental company contract before using the vehicle and must comply with any additional requirements by the Travel Management Office.
- 2.4. For FMO daily pool vehicle use, an employee must show FMO a driver's license before signing for the vehicle.
- 2.5. For long-term lease vehicle use, an employee or non-employee must meet the requirements of the leasing company contract before operating the vehicle.
- 2.6. The DOA FMO, DOA Board of Risk and Insurance Management, or spending unit may request and review driving record/s for state employees at any time. Information affecting employability or insurability will be referred to the spending unit for action as appropriate.
- 2.8. Violation or Citation:
 - 2.7.1. State employees and non-employees are responsible for responding to any and all citations or warrants issued or fines levied regarding the operation or parking of the vehicle, to which he or she is assigned (either temporarily or permanently) and is personally liable for any and all fines or penalties – criminal or civil.
 - 2.7.2. Employees and non-employees are required to report to their supervisor no later than the next business day, when practical, any vehicle loss, damage, towing, or violation; and any driver citation that may result in either temporary or permanent driver's license suspension.

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3.0 Driver Age Requirements

- 3.1. All drivers must be a minimum of eighteen (18) years of age.

Subsection III: Defensive Driving

1.0 General:

- 1.1. The State of West Virginia is strongly committed to a sound and thorough defensive driving policy.
- 1.2. While operating state vehicles, drivers should always drive in the safest manner possible.
- 1.3. New employees required to drive State owned, leased, or rented vehicles will complete the six/eight hour Defensive Driving Course before starting their driving assignment. This course may be administered by the spending unit or through the use of a FMO-provided web-based system.
- 1.4. All employees driving state owned, leased, or rented vehicles are required to receive two hours of annual defensive driving training administered either by the spending unit or through the use of a FMO-provided web-based system.
- 1.5. Training administered by the spending unit will be related to vehicle operations and safety.
- 1.6. Supervisors are required to complete a DOA-FM-023, Fleet Defensive Driving Completion Record for each employee receiving spending unit administered training. The completed form will be maintained in the spending unit Driver Qualification File (DQF) with a copy forwarded to the Fleet Management Office.

Section VI: Vehicle Use

Subsection I: General

1.0 General Operation:

- 1.1. Drivers must practice defensive driving by anticipating and observing the actions of other drivers and controlling the vehicle in a manner so as to avoid accidents. When operating the vehicle, be aware that averting your eyes from the road may cause an accident. Use 'best judgment' when changing climate control settings, using the

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- radio, or accessing other settings on the vehicle's dashboard.
- 1.2. Drivers will perform a 360-degree visual inspection of a state vehicle prior to moving. The inspection will check for the following:
 - 1.2.1. Fluid levels including gas, oil, and other fluid levels.
 - 1.2.2. Tire pressure and tire wear.
 - 1.2.3. Other safety-related equipment such as lights and brakes
 - 1.3. In the case of multiple-driver vehicles, the spending unit to which the vehicle is assigned will ensure completion of the visual inspection. The cost of repairs or replacement as a result of the vehicle not being maintained on a regular and routine basis will be the responsibility of the spending unit to which the vehicle is assigned. It will be at the discretion of the spending unit to seek reimbursement from the vehicle driver.
 - 1.4. The spending unit will furnish vehicle drivers with a Fleet Inspection Checklist, DOA-FM-018. Any safety-related defect will be repaired before use.

2.0 Vehicle Abuse:

- 2.1. No employee will use a vehicle or equipment for any purpose for which it was not designed, operate it beyond its designed limits, and operate it in areas or locations for which it was not designed, or cause damage through neglect, misuse, improper driving techniques, or improper handling.

3.0 Routine Cleaning:

- 3.1. The routine cleaning of the assigned vehicle, including the interior and exterior of the vehicle, is the responsibility of the assigned driver or spending unit, in the case of multiple-driver vehicles, to which the vehicle is assigned. The cost of repairs or extensive cleaning as a result of the vehicle not receiving reasonable care and cleaning will be the responsibility of the spending unit to which the vehicle is assigned. It will be at the discretion of the spending unit to seek reimbursement from the assigned driver.

4.0 Smoking:

- 4.1. Smoking and the use of other tobacco products are prohibited in any state-owned or leased vehicle.

5.0 Eating or Drinking:

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- 5.1. Eating food or drinking is prohibited while driving a state-owned vehicle.

6.0 State Vehicle Inspection Program:

- 6.1. State owned and leased vehicles must have a valid state inspection sticker at all times. The cost of inspection will be the responsibility of the spending unit.

7.0 Unattended Vehicle and Vehicle Parking:

- 7.1. Whenever a vehicle is left unattended, the driver will, when practical, turn the vehicle off, remove keys from the vehicle, close all windows, lock all doors/hatches/trunks, and remove or conceal from outside view all business and personal item.
- 7.2. Employees will not park on the wrong side of a street or highway, unless it is mandatory to park in such a location to perform a job. All signs, cones, lights, and warning devices as required by law will be used when vehicles are parked or in use in a public travel lane. Employees will use all safety brakes, lockout devices, and other parking safety methods when parking equipment.
- 7.3. Vehicles will not be left on residential streets or highways overnight unless it is necessary due to mechanical failure or emergency or if you have received approval from the spending officer.
- 7.4. When a state-owned or leased vehicle is parked on a municipal street, it will be the responsibility of the driver or spending unit to ensure payment of all parking fees and any parking fines assessed against the vehicle.
- 7.5. The vehicle may be parked in a commercial or municipal parking facility, provided the driver or the driver's spending unit pays parking fees.
- 7.6. The assigned driver will be responsible for towing fees resulting from improper parking.

8.0 Use of Seat Belts:

- 8.1. No more than two employees will ride in the front seat or cab of a vehicle. Each position will be equipped with a seat belt. The driver and passengers must use safety belts when the vehicle is in operation. No employee will be authorized to ride or work from the bed or rear of a vehicle while it is in motion excepting for emergency responders and those employee positions formally approved by the assigned cabinet secretary.

9.0 “Official use” Only:

- 9.1. State-owned or leased vehicles cannot be used for personal purposes except for de minimis personal use as allowed by the Internal Revenue Service (IRS) Publication 15-B, Employer’s Tax Guide to Fringe Benefits, published under U.S. Code Title 26. Drivers found to be using state-owned or leased vehicles beyond de minimis personal use are subject to disciplinary action.
- 9.2. Vehicles will be operated in a manner which avoids even the appearance of impropriety.

10.0 Vehicle Markings

- 10.1. Beginning with Model Year 2011 and thereafter, state owned and long-term leased vehicles shall be clearly and permanently marked with either the seal of the State of West Virginia or the seal or insignia of a state activity, agency, authority, board, bureau, center, college, commission, constitutional office, council, department, division, extension, fund, institute, institution, network, office, organization, partnership, program, region, service, unit, or university. The seal shall be produced from reflective material, affixed to the body of the vehicle, and be at least twelve inches in diameter or size from the top left corner to the bottom right corner of the seal or insignia. Each vehicle will be clearly marked with two-inch high lettering above and below the seal. The lettering above the seal shall include the words “State of West Virginia” and shall not be abbreviated. The lettering below or included in the seal or insignia of a state activity, agency, authority, board, bureau, center, college, commission, constitutional office, council, department, division, extension, fund, institute, institution, network, office, organization, partnership, program, region, service, unit, or university shall include the name of the state activity, agency, authority, board, bureau, center, college, commission, constitutional office, council, department, division, extension, fund, institute, institution, network, office, organization, partnership, program, region, service, unit, or university owning or leasing the vehicle and may be abbreviated or continued on multiple liens. Additional distinctive vehicle markings may be added at the discretion of the assigned cabinet-level Secretary.
- 10.2. State vehicles shall be licensed with the display State “Official Business Only” license plates.
- 10.3. State agencies may avail themselves of any FMO contracts for the manufacturing, installation, and/or removal of vehicle markings by contacting Fleet@wv.gov – or may elect to establish agency contracts for those purposes. For those agencies that elect to avail themselves of the FMO contracts, scheduling vehicle-marking installation can be scheduled to occur prior to delivery to the affected agency.

- 10.4. Exemption: Those state vehicles used for the purposes in which it is in the best interest of the State for such vehicles not to bear markings and “Official Business Only” license plates, such as vehicles used for law enforcement or similar purposes, pursuant to West Virginia Code §17A-3-23 shall be exempt from this requirement.

11.0 Use of Wireless Electronic Communication Devices:

- 11.1 The use of a wireless electronic communication device by the driver of a moving vehicle on a public road or highway is prohibited except when the wireless communication device is a hands-free wireless electronic communication device being used hands-free.
- 11.2 The provisions of this subsection do not apply to an driver who uses a wireless communication device when:
- 11.2.1 The driver immediately fears for his, her, or another person’s life or safety, or the driver believes that he, she, or another person is, or is about to become the victim of a criminal act; or
- 11.2.2 The driver uses the wireless communication device to contact law-enforcement authorities, emergency personnel for the purpose of reporting criminal activity, a fire, a traffic accident, a serious road hazard, a medical emergency, a hazardous materials emergency or any other condition which threatens bodily injury, public health, welfare or safety.

12.0 Handheld or Permanently Installed Two-way Radio Communication Devices:

- 12.1. The use of a handheld or permanently installed two-way radio communication device by the driver of a moving vehicle on a public road or highway is permitted under the following circumstances:
- 12.1.1. Emergency first responders in the execution of health, public safety, and welfare services.
- 12.1.2. Department of Transportation employees in the execution of their duties to the extent that failure to communicate could result in unsafe transportation conditions or pose a threat to the public.

13.0 Authorized Users:

- 13.1. State owned and leased vehicles may be used or occupied by State employees, non-employees, and/or authorized passengers as defined herein.

- 13.2. No passengers other than state employees, and/or authorized passengers are permitted in vehicles without the specific approval of the spending officer.
- 13.3. It is the responsibility of the spending unit to monitor vehicle use and to take appropriate action when an employee's use is determined to be inappropriate or is not in accordance with this policy.

14.0 Compliance with Motor Vehicle Laws:

- 14.1. It is the responsibility of each individual driver to observe all motor vehicle laws of West Virginia. Drivers must not knowingly operate vehicles that do not comply with legal requirements.
- 14.2. Each driver will at all times operate state-owned or leased vehicles in such a manner as to avoid injury to persons or damage to property.

15.0 Transporting Equipment in General:

- 15.1. Employees using state-owned or leased vehicles will exercise caution when transporting equipment, packages or other materials in the driver/passenger compartment that would become flying projectiles in the event of an accident. Such items as briefcases, laptop computers, tools, etc. need to be transported in the trunk of passenger vehicles. Pickups, whether standard, extended, or crew cab, should have secured storage capabilities in the bed of the vehicle such as tool storage or camper shells if they are used with any regularity to transport items that could injure the driver or passenger(s) in the event of an accident. Cargo vans used in the regular transport of such items should have bulkhead type barriers between such cargo and the driver/passenger compartment. It is always important to keep the driver/passenger as free as possible of objects that could distract the driver due to unexpected shifting or movement of cargo.

16.0 Transporting Hazardous Materials:

- 16.1. Hazardous material transported in a state owned or leased vehicle must be kept in a secured container in accordance with CFR 49, Subpart B, Requirements and applicable state standards or regulations.
- 16.2. Packages secured in a motor vehicle. Any package containing any hazardous material, not permanently attached to a motor vehicle, must be secured against shifting, including relative motion between packages, within the vehicle on which it is being transported, under conditions normally incident to transportation. Packages having valves or other fittings must be loaded in a manner to minimize the likelihood of damage during transportation.

- 16.3. Each package containing a hazardous material bearing package orientation markings prescribed in CFR 49 §172.312 must be loaded on a transport vehicle or within a freight container in accordance with such markings and must remain in the correct position indicated by the markings during transportation.
- 16.4. No smoking while loading or unloading. Smoking on or about any motor vehicle while loading or unloading any Class 1 (explosive), Class 3 (flammable liquid), Class 4 (flammable solid), Class 5 (oxidizing), or Division 2.1 (flammable gas) materials is forbidden.
- 16.5. Keep fire away, loading and unloading. Extreme care will be taken in the loading or unloading of any Class 1 (explosive), Class 3 (flammable liquid), Class 4 (flammable solid), Class 5 (oxidizing), or Division 2.1 (flammable gas) materials into or from any motor vehicle to keep fire away and to prevent persons in the vicinity from smoking, lighting matches, or carrying any flame or lighted cigar, pipe, or cigarette.
- 16.6. Handbrake set while loading and unloading. No hazardous material will be loaded into or on, or unloaded from, any motor vehicle unless the handbrake is securely set and all other reasonable precautions are taken to prevent motion of the motor vehicle during the loading or unloading process.
- 16.7. Use of tools, loading and unloading. No tools which are likely to damage the effectiveness of the closure of any package or other container, or likely adversely to affect such package or container, will be used for the loading or unloading of any Class 1 (explosive) material or other dangerous article.

17.0 Alcoholic Beverages and Drugs:

- 17.1. Under no circumstances may a state employee operate a vehicle while under the influence of alcoholic beverages, drugs, or other intoxicating substances. Conviction of such offenses will result in the loss of the driving privileges of state-owned or leased vehicles. The loss of state-owned or leased vehicle driving privileges will remain in effect during civil/criminal license suspension or as directed by assigned cabinet secretary whichever occurs later.
- 17.2. No state vehicle may be used to transport alcoholic beverages unless it is operated by an employee of the Alcoholic Beverage Control Board or other state employees in the performance of their official duties.

18.0 Toll Charges:

- 18.1. Toll charges incurred during travel in state-owned or leased vehicle are the responsibility of the driver and/or spending unit.

19.0 Out-of-State Travel:

- 19.1. Use of state-owned or leased vehicles outside of the State of West Virginia must be coordinated in advance of the travel with the SUFC.
- 19.2. SUFC's should take into consideration the mileage and age of the vehicle prior to approving out of state travel.
- 19.3. In the event a state-owned or leased vehicle requires roadside assistance (breakdown, lock-out, fuel, etc.); the spending unit will be charged for the required roadside assistance, irrespective of fault.

20.0 State Fuel Card Program:

- 20.1. The Wright Express fuel-only card is available for any state-owned or leased vehicle and is normally accepted nationwide for the procurement of fuel.
- 20.2. FMO will process requests for initial issue of a fuel-only card for each state-owned or leased vehicle.
- 20.3. Replacement fuel-only cards and driver personal identification numbers (PINs) will be requested, administered, and issued by SUFC.
- 20.4. Drivers must verify fuel-only card acceptance with the commercial establishment prior to purchasing fuel.

21.0 Vehicle Garage Location Outside West Virginia:

- 21.1. Any vehicle which is routinely garaged outside of West Virginia must be approved by the spending officer, e.g., vehicle used for spending unit commuting program.

22.0 Driving Under Adverse Weather Conditions:

- 22.1. Drivers who drive a state-owned vehicle during adverse weather conditions are cautioned to take extreme care to ensure the safety of driver and passengers.
- 22.2. Repairs up to the insurance deductible (normally \$1,000.00) for any damage to state-owned or leased vehicles will be charged to the spending unit.

23.0 Responsibility for Loss or Damage of Personal or Spending Unit-Owned Property:

- 23.1. The state is not responsible or liable for loss or damage to any personal or spending

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unit-owned property or belongings transported or left in a state-owned or leased vehicle.

23.2. Waiver of liability includes, but is not limited to water damage of contents caused by misalignment of trunks, doors or faulty weather-stripping resulting in interior exposure to the elements.

23.3. It is the responsibility of each driver to report defects to their SUFC for correction.

24.0 Loss of Keys:

24.1. Any costs for duplicate keys, locksmith services, or damage to vehicle resulting from forced entry by a state employee will be the responsibility of the spending unit assigned a state-owned or leased vehicle.

24.2. If locked out of the vehicle, contact the Vehicle Maintenance Support Center (VMSC) at 1-800-CAR-CARE (227-2273).

Subsection II: Vehicle Accidents or Incidents

1.0 Notification of Appropriate Law Enforcement Agency:

1.1. The driver must contact law enforcement and, when practical, the spending unit immediately if involved in an accident or incident.

1.2. Whenever an accident or incident occurs involving a state-owned vehicle, and while the vehicle is at the scene, the driver or a representative of the spending unit owning or using the vehicle will immediately report the accident/incident to the appropriate law enforcement agency, e.g., state, county, college, university, State Police, etc.

1.3. If the accident or incident occurs at/on/within state parking facilities, or adjacent highway under the jurisdiction of the West Virginia Capitol Police, the accident/incident will be reported to that spending unit.

1.4. All traffic accidents involving licensed state-owned vehicles and incidents involving non-licensed state-owned vehicles where a licensed vehicle is also involved will be investigated by the appropriate law enforcement agency, e.g., state, county, college, university, State Police, etc., except:

1.5. Accidents in which the vehicle has been removed from the scene. Unless the accident was the result of a hit and run or personal injury was involved. This does not include moving the vehicle from the highway as a safety precaution.

- 1.6. Damage to a vehicle that is discovered after the fact, other than damage resulting from a hit and run incident.

2.0 Breakdown Procedures:

- 2.1. Driver's responsibilities when a breakdown happens include:
 - 2.1.1. Safely stopping and securing the vehicle and load.
 - 2.1.2. Safely placing the warning devices.
 - 2.1.3. Diagnosing and calling in the breakdown to the Supervisor or SUFC.
- 2.2. Supervisor and SUFC responsibilities when a breakdown occurs include:
 - 2.2.1. Determining the nature of the breakdown and best course of action.
 - 2.2.2. Contacting the Vehicle Maintenance Support Center (VMSC) at 1-800-CAR-CARE (227-2273) to make arrangements for roadside assistance or towing and the transportation of the driver and any passengers to a safe location.
- 2.3. Obtaining all vehicle repair records.

3.0 Towing:

- 3.1. The Vehicle Maintenance Support Center (VMSC) at 1-800-CAR-CARE (227-2273) will make arrangements for towing and for the transportation of the driver and any passengers to a safe location.
- 3.2. Any costs for towing will be the responsibility of the spending unit assigned a state-owned or leased vehicle.

4.0 Accident Investigations:

- 4.1. The State of West Virginia's policy is to fully investigate any accident involving state personnel and vehicles. All accidents or incidents involving a state-owned or leased vehicle regardless of the severity must be reported immediately using DOA-FM-012, Fleet Driver's Report of Accident/Incident.
- 4.2. The investigation of minor accidents or damage involving state-owned or leased property is the responsibility of the driver and supervisor only.

- 4.3. The SUFC and Safety/Loss Control Officer will investigate accidents in which serious property damage or death to a state employee has occurred. The SUFC or Safety/Loss Control Officer will be in charge of accident investigations in which a third party is involved. Spending Officers may initiate any other investigations deemed appropriate.

5.0 Accident Investigators:

- 5.1. At the scene, the accident investigator(s) will carefully survey the scene, noting the position of any debris from the accident. The investigator(s) should take photos of the scene, with careful notes of what the photos depict. A map of the site should be drawn to scale, with any landmarks near the scene noted as to position. Photos of all vehicle and property damages incurred from the accident should be taken from all sides, with careful notes made.
- 5.2. The more accurate the information provided, the easier to canvas the accident scene. It is important that the accident investigator(s) be as objective as possible in gathering and evaluating data from the accident scene.

5.2.1. Driver Responsibility in Accident Investigation

- 5.2.1.1. Driver responsibilities must be carried out at the scene of an accident.
- 5.2.1.2. The two immediate concerns at the scene of an accident are providing medical aid and to gather and report pertinent accident information promptly. These two items can be broken down into a six-step accident procedure for drivers to follow.

5.2.1.2.1. **Step One:** Stop and stay calm.

5.2.1.2.2. **Step Two:** Turn on your emergency flashers as an immediate warning signal. Then do a quick evaluation of accident victims, if any, and provide assistance. Next, set out emergency warning devices on the roadway.

5.2.1.2.3. **Step Three:** Either contact local law enforcement personnel and your supervisor yourself or arrange to have someone do it for you. Be courteous and cooperative when providing information to authorities. Never admit guilt or liability at the scene of an accident. Never leave the scene of an

accident.

5.2.1.2.4. **Step Four:** Write down names, license numbers and other information regarding the accident and those people involved in it. Draw a simple diagram of the accident scene. The more detail you can provide, the better it will be for insurance and/or legal purposes later. If you have a camera for use at the accident scene, document the situation with photographs from various angles.

5.2.1.2.5. **Step Five:** After the vehicle has been secured, warning devices put in place, assistance rendered to injured person(s) (if any), and law enforcement personnel contacted, the driver should communicate the accident to the supervisor.

5.2.1.2.6. **Step Six:** Complete DOA-FM-012, Fleet Driver Accident/Incident Report at the scene of the accident.

6.0 Completion of Accident Reports:

6.1. Accidents and incidents involving state-owned or leased vehicles must be investigated and reported to the FMO by the spending unit on the day of the accident, when practical, or the next business day if it is impractical to report the accident/incident on the day of the accident. In the event the employee or non-employee vehicle operator is hospitalized or otherwise incapable of completing the DOA-FM-012, Fleet Driver Accident/Incident Report, the Spending Unit Fleet Coordinator will prepare an “interim” report pending completion by the employee or non-employee vehicle operator or dissemination by the SUFC of an official report by law enforcement agency.

6.2. The SUFC must provide an initial or interim DOA-FM-012, Fleet Driver Accident/Incident Report to FMO.

6.3. The form may be submitted:

6.3.1. Electronically on either the FMO form (DOA-FM-012).

6.3.2. USPS (or equivalent) as an original and one copy to:

Accident Management

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Toll-free (855) 817-1910
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- 6.4. The spending unit will provide weekly interim updates in writing and a copy of any completed accident reports by law enforcement agencies.
- 6.5. The spending unit will determine the root cause of any accident, damage to state-owned or leased vehicles, and/or driver violation(s). Once identified, the spending unit will take measures as may be necessary to prevent a similar accident, damage or driver violation(s) from reoccurring in the future. These measures may require such actions as driver training, spending unit policy revision, and/or employee discipline. Spending units will report preventive measure taken to the Fleet Management Office using the designated form.
- 6.6. In the event of an accident, incident, citation, violation, or when it is deemed necessary by the spending unit to determine driver license status, the DOA FMO or spending unit may request and review the driving records of state employees or non-employees. Information affecting employability or insurability will be referred to the spending unit and DOA BRIM for action as appropriate.
- 6.7. Drivers are cautioned against accepting responsibility for an accident/incident or discussing it with anyone other than their supervisors, law enforcement officers, FMO, or BRIM. The name and address of the State's insurance carrier are noted in an accident packet, which is located in the glove box of each vehicle.
- 6.8. Prior to moving a vehicle all state drivers must perform a walk around visual inspection of the state vehicle, if damage is noticed call the VMSC immediately.
- 6.9. The Safety/Loss Control Officer or SUFC will review all vehicle accidents to determine the true cause and whether it was preventable or non-preventable. A preventable collision is one in which the driver failed to do all that could be reasonably expected of them to avoid the collision.
 - 6.9.1. General guidelines – barring extenuating circumstances and maintaining the reasonable action standards, accidents are generally preventable if:
 - 6.9.1.1. The driver was inattentive or failed to accurately observe and

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assess existing conditions that contributed to an accident.

- 6.9.1.2. The driver's speed was not consistent with posted (prescribed) limits or existing road, weather, or traffic conditions.
- 6.9.1.3. The driver's speed precluded stopping within available clearances or assured clear distance.
- 6.9.1.4. The driver misjudged (or did not confirm) available clearances (above, below, or on the sides) resulting in the striking of a fixed object.
- 6.9.1.5. The driver failed to control the vehicle.
- 6.9.1.6. The driver failed to yield the right of way resulting in an accident (or to avoid an accident).
- 6.9.1.7. The driver failed to communicate the vehicle's presence or intended actions through the use of directional lights (signal flashers), horn, or other means.
- 6.9.1.8. The driver was in violation of spending unit operating rules or special instructions, the regulations of any federal or state regulatory agency, or any applicable traffic law or ordinance.

6.9.2. Struck in rear by other vehicle:

6.9.2.1. Non-preventable if:

- 6.9.2.1.1. The driver's vehicle was legally and properly parked: unless there were extenuating circumstances recognizable to the alert driver whose judgment should suggest "park elsewhere".
- 6.9.2.1.2. The driver was proceeding in his or her own lane of traffic at a safe and lawful speed.
- 6.9.2.1.3. The driver was stopped in traffic due to existing conditions or was stopped in compliance with traffic sign or signal, or the directions of a police officer or other person legitimately controlling traffic.
- 6.9.2.1.4. The driver was in proper lane, waiting to make turn, and

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was flashing a signal indicating his or her intention to turn.

- 6.9.2.1.5. The driver's vehicle was disabled and was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting out or retrieving signals - except, see "Mechanical Defects Accidents" - except, if opportunity was available for driver to remove vehicle off road.

6.9.2.2. Preventable if:

- 6.9.2.2.1. The driver was passing slower traffic near an intersection and had to make a sudden stop.
- 6.9.2.2.2. The driver made a sudden stop to park, load or unload.
- 6.9.2.2.3. The driver was improperly or illegally parked.
- 6.9.2.2.4. The driver made any other type of unnecessary sudden stop.
- 6.9.2.2.5. The driver's vehicle rolled back into vehicle immediately behind while starting on a grade.

6.9.3. Struck while parked:

6.9.3.1. Non-preventable if:

- 6.9.3.1.1. The driver was properly parked in an area where permitted.
 - Unless there was extenuating circumstances recognizable to the alert driver, whose judgment should suggest "park elsewhere."
 - Unless there was off-the-road parking available.
- 6.9.3.1.2. The state-owned or leased vehicle was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting out or retrieving signals. The use of 4-way flashers as emergency warning lights under DOT regulations meets this provision for only the first 10 minutes.

6.9.4. Mechanical defect or breakdown accidents:

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6.9.4.1. Preventable if:

- 6.9.4.1.1. The defect was of a type which driver should have detected during a proper pre-trip inspection of vehicle.
- 6.9.4.1.2. The defect was of a type that the driver should have detected during the normal operation of the vehicle.
- 6.9.4.1.3. The defect was caused by the driver's abusive operation of the vehicle.
- 6.9.4.1.4. The defect was known to the driver but was operated regardless of this knowledge.

6.9.5. Side-swiped or head-on collisions:

6.9.5.1. Preventable if:

- 6.9.5.1.1. The driver was not entirely in the proper lane of travel.
- 6.9.5.1.2. The driver did not pull to the right or left, slow down and/or stop for the encroaching vehicle lane when such action could have been taken without additional danger and to prevent a collision.
- 6.9.5.1.3. The driver changed lanes without ascertaining that sufficient space was available or failed to signal intent, or give sufficient warning of intent, to change lane.
- 6.9.5.1.4. The driver was weaving to the right or left, thus crowding the passing vehicle.

6.9.6. Striking other vehicle in rear collisions:

6.9.6.1. Non-preventable if:

- 6.9.6.1.1. Another vehicle rolled backward while starting on grade.
- 6.9.6.1.2. The driver's vehicle was stopped but was hit from behind and pushed into another vehicle.

6.9.6.2. Preventable if:

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- 6.9.6.2.1. The driver failed to maintain safe following distance and have the vehicle under control.
- 6.9.6.2.2. The driver failed to stay alert and ascertain that traffic was slowing down or that vehicle ahead was moving slowly, stopped, or slowing down.
- 6.9.6.2.3. The driver misjudged rate of overtaking vehicle.
- 6.9.6.2.4. The driver came too close before pulling out to pass.
- 6.9.6.2.5. The driver started up too soon or too fast for vehicle ahead.
- 6.9.6.2.6. The driver failed to leave sufficient room for passing vehicle to get safely back in line.
- 6.9.6.2.7. The driver was passing and misjudged approaching traffic, and returned to right lane too fast.

6.9.7. Accidents at intersection:

6.9.7.1. Non-preventable if:

- 6.9.7.1.1. The driver was stopped in compliance with traffic sign or signal or at the direction of a police officer or other person legitimately controlling traffic.

6.9.7.2. Preventable if:

- 6.9.7.2.1. The driver failed to control speed so that the vehicle could stop within available sight distance.
- 6.9.7.2.2. The driver failed to check cross traffic and wait for it to clear before entering intersection.
- 6.9.7.2.3. The driver pulled out in the face of oncoming traffic.
- 6.9.7.2.4. The driver collided with person, vehicle, or object while making a right or left turn.
- 6.9.7.2.5. The driver collided with vehicle making turn in front of him. The driver had collision with vehicle coming from either side, regardless of location of traffic signs or signals

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or whether light was green.

6.9.8. Backing accidents:

6.9.8.1. Preventable if:

- 6.9.8.1.1. The driver backed up when backing could have been avoided by better route planning.
- 6.9.8.1.2. The driver backed into traffic stream when such backing could have been avoided.
- 6.9.8.1.3. The driver failed to get out and check the immediate situation and proposed path of backward travel.
- 6.9.8.1.4. The driver depended solely on mirrors when it was practicable to look back.
- 6.9.8.1.5. The driver failed to get out periodically and recheck conditions when backing a long distance.
- 6.9.8.1.6. The driver failed to sound horn while backing.
- 6.9.8.1.7. The driver failed to check behind vehicle parked at curb before attempting to leave parking space.
- 6.9.8.1.8. The driver backed from blind side when a sight-side approach could have been made.
- 6.9.8.1.9. The driver failed to use a ground guide (spotter) to help back, or depended solely on a guide.
- 6.9.8.1.10. The driver relinquished all responsibility to guide.

6.9.9. Accidents while passing or being passed:

6.9.9.1. Preventable if:

- 6.9.9.1.1. The driver passed where view of road ahead was obstructed by hill, curve, vegetation, traffic, adverse weather conditions, etc.
- 6.9.9.1.2. The driver attempted to pass in the face of closely

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approaching traffic.

6.9.9.1.3. The driver failed to warn driver of vehicle being passed.

6.9.9.1.4. The driver failed to signal change of lanes.

6.9.9.1.5. The driver pulled out in front of other traffic overtaking from rear.

6.9.9.1.6. The driver cut-in short returning to right lane.

6.9.9.1.7. The driver failed to stay in own lane of traffic.

6.9.9.1.8. The driver failed to hold speed or reduce speed to permit other vehicle to pass safely.

6.9.10. Accidents while entering traffic (merging):

6.9.10.1. Preventable if:

6.9.10.1.1. The driver failed to signal when pulling out from curb.

6.9.10.1.2. The driver failed to check traffic before pulling out from curb.

6.9.10.1.3. The driver failed to look back to check traffic if he was in position where mirrors did not show traffic conditions.

6.9.10.1.4. The driver attempted to pull out in a manner that forced other vehicle(s) to change speed or direction.

6.9.10.1.5. The driver failed to make full stop before entering from side street, alley, or driveway.

6.9.10.1.6. The driver failed to make full stop before crossing sidewalk.

6.9.10.1.7. The driver failed to yield right-of-way to approaching traffic.

6.9.11. Accidents involving pedestrians and bicycles:

6.9.11.1. Non-preventable if:

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6.9.11.1.1. Pedestrian or bicycle driver collided with driver's vehicle while it was legally parked or stopped.

6.9.11.2. Preventable if:

6.9.11.2.1. The driver did not reduce speed in area of heavy pedestrian traffic.

6.9.11.2.2. The driver was not prepared to stop.

6.9.11.2.3. The driver failed to yield right of way to pedestrian.

6.9.11.2.4. The driver failed to stop when passing a streetcar or bus on the right.

6.9.12. Accidents involving rail operated vehicles (railroad crossings):

6.9.12.1. Preventable if:

6.9.12.1.1. The driver attempted to cross tracks directly ahead of train or streetcar.

6.9.12.1.2. The driver ran into side of train or streetcar.

6.9.12.1.3. The driver stopped or parked on or too close to tracks.

6.9.12.1.4. The driver failed to yield right-of-way to trolley.

6.9.12.1.5. The driver failed to stop at the railroad crossing.

6.9.13. Miscellaneous accidents

6.9.13.1. Preventable if:

6.9.13.1.1. The driver was making a "U" turn.

6.9.13.1.2. The driver was pulling away from the curb or other parking space.

6.9.13.1.3. The driver was entering traffic from a driveway, or private alley.

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6.9.13.1.4. The driver was giving a push or was being pushed.

6.9.13.1.5. Vehicle moved due to faulty brakes.

6.9.13.1.6. The driver left vehicle unattended (with or without motor running) and failed to set parking brake and wheel chocks.

6.9.13.1.7. Collision with fixed objects - poles gates, light stanchions, etc.

6.9.13.1.8. Non-collision accidents, such as an overturn, or running off road.

6.9.13.1.9. Skidding accidents in which the vehicle is damaged because it jackknifes.

7.0 Accident or Incident Review:

- 7.1. The spending officer should have an internal mechanism, e.g., committee, board, etc. to review vehicle accidents and incidents. To be successful, the committee should:
 - 7.1.1. Convene as soon as possible after an accident or incident involving a spending unit vehicle to objectively consider the evidence presented. This evidence includes any information given by the driver, his or her supervisor, and the police report of the accident or incident (if appropriate). These same guidance also applies to any employee or non-employee officially authorized to drive a personally owned car on state official business.
 - 7.1.2. Determine the true cause of the accident or incident and whether it was preventable or non-preventable.
 - 7.1.3. Review the driver's past driving record.
 - 7.1.4. Report in writing to the spending officer and FMO the Committee's findings, and the recommendations for corrective action.
- 7.2. In the case of a preventable finding, schedule a personal one-to-one meeting with the driver to discuss the decision, possible remedial training, and/or possible disciplinary action. This meeting will be scheduled as soon as possible after the preventability determination has been made.

8.0 Accident Repairs and Cost Responsibility:

- 8.1.1. For vehicles enrolled in FMO Total Maintenance System, the vehicle should be taken to a shop specified by the Vehicle Maintenance Support Center (VMSC) at 1-800-CAR-CARE (227-2273) to secure estimates and/or repair. Shop personnel will secure the necessary estimates and provide copies to the VMSC.
- 8.1.2. The spending unit will be responsible for the costs of repairs/loss up to the BRIM deductible rate for the vehicle (normally \$1,000.00 for vehicles with physical damage coverage).
 - 8.1.2.1. Estimates:
 - 8.1.2.1.1. Under \$2,500 – two estimates are required and the repair should be completed by the body shop with the lowest price.
 - 8.1.2.1.2. Over \$2,500 – one estimate triggers contact with BRIM for assignment of an adjuster to evaluate the damage.
 - 8.1.2.1.3. If a vehicle is declared a “total loss,” notify FMO immediately.
- 8.1.3. Reminder: Vehicles being decommissioned and retired must show normal wear and tear and be free of accident damage. Normal wear and tear will be based on vehicle age and mission requirements.
- 8.1.4. In those cases where a law enforcement agency has identified a third party to the accident and determined the third party to be at fault for the accident, BRIM will begin loss collection and authorize repairs to the vehicle. In these cases, the SUFC should contact the third party’s insurance company and attempt to obtain a rental vehicle for the state. This vehicle should be authorized until the state-owned or leased vehicle has been repaired or a settlement to the State has been received.

Section VII: Commuting

Subsection I: Commuting General:

1.0 Permissible Uses:

- 1.1. State-owned or leased vehicles will not be used for the convenience of the employee.
- 1.2. Use is required for bona fide **non-compensatory** business reasons with respect to the

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duties of the employee to which the vehicle is assigned.

- 1.3. State-owned, leased, or rented vehicles will not be used as a compensatory mechanism to circumvent hiring, salary, longevity, or other restrictions imposed by federal, state, or spending unit directives, policies, orders, or statute.
- 1.4. State-owned or leased vehicles will not be used for personal purposes except for de minimis personal use as allowed by the Internal Revenue Service (IRS) Publication 15-B, Employer's Tax Guide to Fringe Benefits, published under U.S. Code Title 26.
- 1.5. State-owned or leased vehicles will not be used for commuting without formal approval by the employee's assigned cabinet secretary or designee using DOA-FM-006, Fleet Duty Appointment. Commuting vehicle authorizations may be issued for periods up to one year. In cases where the spending unit is not assigned a cabinet secretary, the Cabinet Secretary, Department of Administration will fulfill that responsibility.
- 1.6. The commuting employee completes a DOA-FM-010, Fleet Statement of Commuting Value or participates in a web-enabled, secure fringe benefit reporting application provided by the FMO at no cost to the spending unit or employee.

2.0 Home-to-Official Work Station Travel Excluded:

- 2.1. The following are the types of home-to-official work station travel which do not require a DOA-FM-016, Fleet Commuting Vehicle Authorization to commute:
 - 2.1.1. Employees who only travel between home and official work station when in "travel status" as defined by state travel policy.
 - 2.1.2. Employees who only travel between home and official work station the evening preceding a trip or the morning following a trip.

3.0 Travel Time and Hours Worked:

- 3.1. Travel time while commuting will not be counted as hours worked unless required by the Fair Labor Standards Act or related laws or regulations and that any spending unit custom or practice allowing compensability of activities outside these legal requirements is inconsistent with state policy. This policy is also intended to satisfy the requirements of the Employee Commuting Flexibility Act.

Section VIII: Maintenance and Care of Vehicles

Subsection I: General

1.0 Maintenance Responsibilities:

- 1.1. Vehicle maintenance is the responsibility of the spending unit that owns, leases, or is assigned a vehicle from FMO. Each spending unit should assign a SUFC to be responsible for monitoring and controlling routine maintenance and repair of vehicles.
- 1.2. For FMO-leased fleet vehicles, spending units should advise their drivers to contact the Vehicle Management Support Center (VMSC) for all servicing, repairs, breakdowns, and accidents. When an FMO-leased fleet vehicle is inoperable, the driver will call the VMSC to arrange for towing or on-site repairs, or for the transportation of the driver and any passengers to a safe location.
- 1.3. Spending unit owned vehicles should be maintained in accordance with spending unit policies and procedures and vehicle specific preventive maintenance schedules. Spending units may contact FMO for assistance in developing spending unit specific policies and procedures.

2.0 Routine Maintenance:

- 2.1. Drivers of state-owned or leased vehicles or an individual designated by the spending unit will routinely check their vehicles to ensure proper oil level, water and antifreeze for radiators, wear on belts and proper inflation of tires. This service should be performed at least weekly and/or at time of fueling.
- 2.2. The exterior of the vehicles will be washed, the interior vacuumed and the windows cleaned as often as needed, consistent with prudent financial management policy developed by the spending unit SUFC.
- 2.3. The lowest cost option will be used unless authorized by the spending unit SUFC.

3.0 Preventive Maintenance

- 3.1. A good preventive maintenance program lowers repair frequency and lowers overall maintenance cost.
- 3.2. The service portion of Preventive Maintenance is actually scheduled maintenance.
- 3.3. State-owned or leased vehicles will be enrolled in a Preventive Maintenance program. Spending units may reduce mileage intervals or add additional maintenance items that

are not provided below based on the mission of the vehicle or manufacturer maintenance (warranty compliance) requirements.

3.3.1. Routine Service Schedule:

5,000 mile intervals (“A” Service)	Change oil and filter Lube chassis as required Check and fill fluid levels Check tire pressure
10,000 mile intervals (“B” Service)	“A” Service Rotate tires
15,000 mile intervals (“C” Service)	“A” Service Replace air filter Replace fuel filter Replace emission filter Check wheel bearings Check brake linings
30,000 mile intervals	“A,” “B,” and “C” Service Replace only non-platinum spark plugs Front-end alignment Differential drain/refill
50,000 mile intervals	“A” and “B” Service Service transmission Engine tune-up

4.0 Vehicle Inspections:

4.1. The State of West Virginia is committed to following a strong daily inspection

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program. Spending units will ensure that drivers are properly trained to perform daily vehicle inspections. Each driver will acknowledge his or her understanding of this policy using DOA-FM-024, Fleet Vehicle Inspection Acknowledgement.

4.2. All vehicles are to be inspected every day they are operated.

4.2.1. Pre-trip Inspection

4.2.1.1. Each driver must be satisfied that his/her assigned vehicle is in proper working condition prior to operating using DOA-FM-018, Fleet Vehicle Inspection Checklist. Each driver must also be satisfied that any cargo is properly distributed and secured.

4.2.1.2. The driver will also review the last completed Fleet Vehicle Inspection Report to verify that any needed repairs were made to the vehicle. If the defects noted were not acknowledged by an authorized signature, the driver will not drive the vehicle until either the defects are corrected (for any safety related defect) or SUFC authorization to continue driving the vehicle is received (for non-safety related defect). The current Fleet Vehicle Inspection Report will be annotated by the driver and signed by the SUFC when collocated. When the driver and SUFC are not collocated, the driver will annotate the Fleet Vehicle Inspection Report with [date, time, SUFC name, and control number (if used by SUFC)]. All original inspection reports will be retained in the Vehicle Maintenance File.

4.2.2. On-Road Inspections

4.2.2.1. Once on the road, the driver must examine any cargo and its load securing devices and make any necessary adjustments.

4.2.2.2. If a problem is found, the driver will notify his/her supervisor and either have the necessary repairs or adjustments made prior to operating the vehicle, or safely travel to the nearest repair facility.

4.2.3. Periodic Inspections:

4.2.3.1. Every 3 months inspect the following: (make required repairs)

4.2.3.1.1. All fan, A/C, power belts

4.2.3.1.2. Radiator, heater, A/C hoses

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- 4.2.3.1.3. A/C, heater system
- 4.2.3.1.4. Power steering
- 4.2.3.1.5. Windshield wiper blades and arms
- 4.2.3.1.6. Doors and windows
- 4.2.3.2. Every 6 months inspect the following: (make required repairs)
 - 4.2.3.2.1. Alternator/generator
 - 4.2.3.2.2. Battery
 - 4.2.3.2.3. Exhaust system, muffler, converter, tail pipe
 - 4.2.3.2.4. Emission control system
 - 4.2.3.2.5. Ignition system
 - 4.2.3.2.6. Door locks and window mechanisms
 - 4.2.3.2.7. Fuel tank and suspension system
- 4.2.3.3. Annually inspect and/or conduct the following: (make required repairs)
 - 4.2.3.3.1. Comprehensive engine tune-up and analysis
 - 4.2.3.3.2. Comprehensive steering/brake system evaluation
 - 4.2.3.3.3. Comprehensive body/paint check
 - 4.2.3.3.4. Comprehensive evaluation of emission control system
 - 4.2.3.3.5. Drain, flush, and clean cooling system-refill
 - 4.2.3.3.6. Electrical wiring
 - 4.2.3.3.7. Suspension system
 - 4.2.3.3.8. Mechanical linkages

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4.2.3.3.9. Interior condition

5.0 Vehicle Maintenance File:

5.1. Manual System:

- 5.1.1. A complete record on each vehicle in the fleet will be kept. It will include basic vehicle information and information indicating the nature and due date of any inspection and maintenance operations to be performed on the vehicle, and a record of any inspections, repairs and maintenance performed on the vehicle in question, including dates performed and specifics on the nature of the operations.

5.2. Automated System:

- 5.2.1. In addition to any manual or legacy fleet management system, spending units will utilize the FMO-provided automated fleet management system.

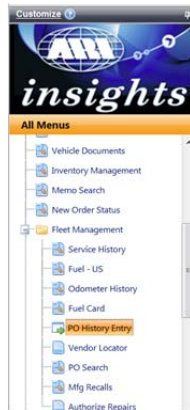
6.0 Vehicle Servicing:

- 6.1. It is the responsibility of the spending unit to ensure state-owned and leased vehicles are serviced at least once each 5,000 miles or six months, whichever comes first. This service frequency should be more often if the vehicle is routinely operated in dusty or dirty environments.
- 6.2. Vehicle servicing includes an oil and oil filter change, an inspection of the air filter, chassis lubrication and a visual inspection of the belts, hoses and tires.

7.0 Vehicle Repairs:

- 7.1. Mechanical trouble or deficiencies concerning a state-owned or leased fleet vehicle will be brought to the attention of the SUFC and the person responsible for vehicles at the spending unit, institution or work location.
- 7.2. All needed repairs or vehicle component replacements will be managed by the SUFC or VMSC as appropriate.
- 7.3. Drivers will notify the SUFC or VMSC when emergency repairs are needed, and follow instructions provided by the SUFC or VMSC.
- 7.4. The SUFC or VMSC must be contacted for authorization prior to having any repairs performed by commercial establishments.

- 7.5. In cases where the Agency has determined that self-repair or maintenance is more economical or efficient (applies only to vehicles that are outside manufacturer warranty). The Agency may perform the repair or maintenance at the agency, institution, or work location, but are required to update the ARI Insights PO Maintenance History Entry. SUFCs can enter the data themselves directly into ARI Insights or establish additional user accounts and program privileges for employees actually performing and documenting the self-repair or maintenance activities. Continued self-repair and maintenance by the Spending Unit will be contingent on compliance reviews by the FMO.



Automotive Resources International Sign Out

Intellifleet Service History Direct Entry

1. Please enter a Client and Vehicle or a Client and any combination of Serial, Make, Model

Client ID	Vehicle Number	Serial Number	Make	Model
All				

2. Select Purchase Order Detail or Driver Expense Reporting

☒ PO Detail
 ☐ Expense Reporting

Section IX: Fuel-only Card Program



1.0 General:

- 1.1. The fuel-only card program is provided at no expense to spending units and will be

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managed in a manner consistent with all applicable state accounting policies and procedures related to the use of charge card programs.

- 1.2. Fuel for state-owned or leased vehicles, equipment, and commercial rental vehicles may be obtained from the spending unit or a Wright Express fuel-only card accepting retail location. A directory of Wright Express locations can be found at <http://www.wrightexpress.com/accepting-locations>
- 1.3. Use only regular unleaded fuel in gasoline powered state-owned vehicles. Mid-grade or premium blends are only to be used when regular is not available or the manufacturer requires the use of high-octane fuel in the vehicle. E-85 fuel is to be used in Flex-Fuel vehicles where available. A list of E85 locations and approved vehicles can be found at <http://www.e85refueling.com> Drivers are expected to use self-service pumps at commercial stations, since this service is normally more economical. A fuel-only card is provided for such purchases.
- 1.4. For vehicle cards, drivers MUST enter correct odometer readings, no tenths, into the card readers at all spending unit and retail locations. FMO will run periodic fueling reports using WEX Online and will contact SUFCs and drivers that consistently fail to enter correct odometer readings. Correct odometer readings are critical to the fuel and fleet management systems, and this requirement will be strictly enforced.
- 1.5. SUFCs will be notified by FMO of unusual fuel-only transactions and will have 15 days to investigate and respond to the FMO.

2.0 Spending Unit Fuel-only Card Management:

- 2.1. SUFCs will run daily fueling reports using WEX Online and will contact drivers that consistently fail to enter correct odometer readings. Correct odometer readings are critical to the fuel and fleet management systems, and this requirement will be strictly enforced.
- 2.2. Spending units assume ultimate responsibility for employees' use of the fuel-only card, as well as the accountability for the physical security of all fuel-only cards.
- 2.3. SUFCs will request initial and replacement driver PIN using WEX Online.
- 2.4. Spending units will designate a Fuel-only Card Account Manager (See Subsection 4.0 below for duties and responsibilities) to perform the fiscal and administrative functions required to appropriately manage the fuel-only card program for the spending unit.
- 2.5. Spending units will designate Fuel-only Card Custodian(s) to secure, maintain,

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monitor, and manage daily use of fuel-only cards.

3.0 FMO Fuel-only Card Program Administrator:

- 3.1. Monitor spending unit fuel-only card usage activity for:
 - 3.1.1. Delinquent payments.
 - 3.1.2. Inactive cards.
 - 3.1.3. Inappropriate purchases.
- 3.2. Ensure spending unit Fuel-only Card Account and Card Custodians receive appropriate training and support from the fuel-only card vendor.
- 3.3. The Fuel-only Card Program Administrator will electronically monitor all fuel-only card accounts in the program. Questions regarding the Fuel-only Card Program, please contact the FMO (304) 558-0086 or (855) 817-1910.

4.0 Fuel-only Card Account Manager:

- 4.1. The Fuel-only Card Account Manager assumes responsibility for reviewing card activity to ensure appropriate use.
- 4.2. Fuel-only transactions by the Fuel-only Card Account Manager must be validated by a second employee not supervised by the Fuel-only Card Account Manager.
- 4.3. The Fuel-only Account Manager will perform duties that include but are not limited to:
 - 4.3.1. Review the monthly fuel invoice available in WEX Online for appropriateness of fuel-only card usage.
 - 4.3.2. Reconcile all charges and process payment to the vendor.
 - 4.3.3. Report infractions to the spending unit management.
 - 4.3.4. Maintain records of all fuel-only card usage, sign out sheets, receipts, or other applicable documents.
 - 4.3.5. Ensure that the fuel-only card is used only for fuel.
 - 4.3.6. Update WEX Online with any change in the Fuel-only Card Account

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Manager, and driver/operator's contact information.

- 4.4. All fuel purchases must be for regular unleaded or diesel unless a higher grade or other type of fuel is required by the manufacturer, requested in writing by the spending officer, and approved by the Fleet Management Office. Any exception to the fuel purchases must be approved in advance by the Fleet Management Office. Fuel purchases made in violation of this section will be the responsibility of the spending unit to which the vehicle is assigned. It will be at the discretion of the spending unit to seek reimbursement from the vehicle fuel-only card user.
- 4.5. Notify FMO Fuel-only Program Administrator of suspected cases of willful intent to use the fuel card for personal gain for initiation of **mandatory criminal investigation and prosecution**. The State of West Virginia has zero tolerance for fraud and theft.

5.0 Fuel-only Card Custodian:

- 5.1. The Fuel-only Card Custodian assumes responsibility for the physical security of fuel-only cards. The Fuel Card Custodian may delegate use of the fuel-only card, but assumes responsibility for card transactions.
- 5.2. The Fuel-only Card Custodian will perform duties that include, but are not limited to:
 - 5.2.1. Ensure physical security of fuel-only cards (e.g., locked desk drawer, file cabinet, safe, etc.). The fuel-only card may not be left in the custody of a vendor.
 - 5.2.2. Maintain a record of all persons who have physical access to the fuel-only card (e.g., sign-out sheet, list of persons who have keys to the locked desk drawer, etc.).
 - 5.2.3. Ensure that the fuel-only card is used only for fuel purchases in conjunction with State business.
 - 5.2.4. Ensure users of equipment and commercial rental vehicles turn in receipts of purchases from retail fuel locations.
 - 5.2.5. Ensure all required documentation of fuel-only card use is forwarded to the Fuel-only Card Account Manager.
 - 5.2.6. Inform the Fuel-only Card Account Manager of any changes in Fuel-only Card Custodian, driver/operator's contact information.
 - 5.2.7. Notify the Fuel-only Card Account Manager of suspected cases of willful

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intent to use the fuel card for personal gain for initiation of **mandatory criminal investigation and prosecution** by FMO. The State of West Virginia has zero tolerance for fraud and theft.

6.0 Fuel-only Card User:

- 6.1. The Fuel-only Card User assumes responsibility for the physical security of the fuel-only card and his/her assigned PIN. The Fuel-only Card User is responsible for:
 - 6.1.1. Card transactions during periods in which they possessed the fuel-only card.
 - 6.1.2. Ensuring the fuel-only card is not left in the custody of a vendor.
 - 6.1.3. Ensuring that the fuel-only card is used only for fuel purchases in conjunction with State business.
 - 6.1.4. Ensuring the timely submission of receipts to the Fuel-only Card Custodian when the fuel-only card is used to purchase fuel for rental vehicles at retail fuel locations.
 - 6.1.5. Inform the Fuel-only Card Custodian of any changes in Fuel-only Card User's contact information.
- 6.2. All fuel purchases must be for regular unleaded or diesel unless a higher grade or other type of fuel is required by the manufacturer, requested in writing by the spending officer, and approved by the Fleet Management Office. Any exception to the fuel purchases must be approved in advance by the Fleet Management Office. Fuel purchases made in violation of this section will be the responsibility of the spending unit to which the vehicle is assigned. It will be at the discretion of the spending unit to seek reimbursement from the vehicle fuel-only card user.
- 6.3. Willful intent to use the fuel card for personal gain will result in disciplinary action up to and including termination of employment and referral to FMO for initiation of **mandatory criminal investigation and prosecution**. The State of West Virginia has zero tolerance for fraud and theft.
- 6.4. Card users will follow established procedures for using fuel-only card, including retention of receipts for all purchases according to agency (entity) policy. Failure to do so may result in revocation of use privileges or disciplinary action.
- 6.5. Fuel-only card users will follow all agency (entity) and State of West Virginia purchasing requirements as they relate to the State of West Virginia fuel card.

7.0 Program Compliance

- 7.1. Managers/Supervisors must review a record and/or report of all fuel card transactions to ensure drivers are in compliance with current published policies regarding the purchase of fuel and other items that may be purchased on the fuel card. Agencies (entities) can develop their own policies regarding this review as long as review is accomplished by supervisory personnel and the review is conducted at least monthly. Immediate action must be taken to correct any policy violations. Drivers may not approve their own fuel transactions and supervisor review and approval are required without exception.
- 7.2. Agencies (entities) will ensure that authorization controls are established for their fuel account with the state fuel card vendor. These limits will be set to support daily operational requirements and ranges should not exceed expected daily expenditures. FMO will assist Agencies (entities) with establishing these controls and will audit these settings to ensure compliance with these requirements.
- 7.3. Internal audit procedures will be utilized to review all fuel bills for possible fraud. Possible fraud will be investigated by the agency (entity). Agency (entity) disciplinary procedures should be followed with authorized users found to have committed fraud, to include termination and referral to FMO for criminal prosecution.
- 7.4. Agencies (entities) will report all incidents of fraud involving the fuel card to FMO. The report should contain personnel information regarding the driver who committed the act, and will contain information detailing the manner in which the action was conducted, when and how it was carried out, and the cost involved. FMO will use this information to examine state fuel data for similar situations and to formulate advice and warnings for other agencies (entities) as required. FMO will notify the West Virginia State Police and the Office of the State Auditor of any findings for possible administrative review and/or criminal investigation.

8.0 Consequences of Failure to Comply with State Guidelines

- 8.1. Authorized user or agency (entity) failure to comply with these policies and procedures shall be subject to one or more of the following sanctions:
 - 8.1.1. Suspension of Fuel PIN Access:
 - 8.1.1.1. Drivers failing to input the correct odometer reading when fueling vehicles shall have their PIN suspended immediately. Fuel PINs will only be reactivated when the card user's supervisor has reviewed the policy with the driver in question and a formal written request for FMO to restore the driver's card privileges

(i.e., email request, memo, etc.) has been initiated.

- 8.1.1.2. Drivers suspected of fraudulent use, misuse, or abuse of the fuel card shall have their PIN suspended immediately. PINs will only be reactivated when the authorized user's supervisor has reviewed the audit information provided by FMO or the Agency Fuel Card Program Administrator along with the fuel policy with each driver in question and a formal written request for FMO to restore the driver's card privileges (i.e., email request, memo, etc.) has been initiated.
- 8.1.1.3. Termination of Fuel Cards: As a last resort, FMO will terminate fuel cards of vehicles when fraudulent use, misuse or abuse has occurred, and the holding agency (entity) has not taken action to investigate or address the activity.
- 8.1.1.4. Hold on Pending Vehicle Requests: Because mileage data is integral to monitoring vehicle utilization, FMO shall not process any pending Vehicle Requests by any agency (entity) until the agency (entity) corrects the mileage data in question and FMO can analyze the agency (entity) vehicle and fuel card utilization in order to determine the necessity for the vehicle.

9.0 Program Specific Safeguards

- 9.1. Wright Express provides two card management tools to assist in managing the program while minimizing the potential for fraud and /or misuse of the cards. ***Utilization of both of these tools is required to ensure all reasonable efforts are made to deter or prevent, identify and investigate possible fraudulent use by unauthorized parties as well as misuse of the cards by authorized users.***
 - 9.1.1. Authorization Controls – Authorization Controls are designed to allow a program administrator or other official to establish rules governing use of the card. Limitations must be set to control the number, dollar value, and frequency of transactions on the card. Transactions exceeding the limits established through Authorization Controls are declined based on the limitations set in WEX Online "Profile Manager". SUFCs are required to establish the agency-defined Authorization Controls. ***Contact FMO for assistance with the set up and activation of this functionality.*** Variation of or changes to the standard levels in these Authorization Controls must receive prior approval from the FMO Fuel Card Program Manager.
 - 9.1.2. The Fleet Management Office will conduct periodic evaluations of Authorization Controls in order to maximize appropriate use of the Fuel

Card.

9.1.3. Entities can request modification to Authorization Controls and/or the creation of customized Authorization Controls to meet mission-specific needs.

9.1.4. Purchase Alerts - The Wright Express system provides SUFCs the ability to receive e-mail notifications when a card user has violated one of the fuel card policies and procedures established for accounts. This feature is required to be utilized since it will alert fuel card program management to potential misuse or fraud on the cards and allow agencies (entities) to take actions necessary to limit the risk associated with such activity. As with Authorization Controls, FMO in cooperation with SUFCs will establish default settings that will be utilized. SUFCs may Contact FMO for assistance with the set up and activation of this functionality. Once established, variations from these default settings must be approved in writing. Unless otherwise authorized by FMO, an agency (entity) customized Purchase Alerts may not be less restrictive than the State's defined Purchase Alerts.

9.1.5. Other Internal controls must include:

9.1.5.1. Appropriate separation of duties between making transactions (card users), review and approval of transactions for payment (approving officials), and payment of the monthly billing statement (Accounts Payable).

9.1.5.2. Weekly independent review of all PIN maintenance activity if the Fuel Card Program Administrator is also assigned a PIN.

9.1.5.3. Appropriate hierarchical review and approval of purchases by someone with supervisory authority and/or with the authority to question purchases if needed.

9.1.5.4. Appropriate limits on the number of vehicles assigned to a supervisor or approving official in order to ensure adequate review of business need and documentation (transaction logs, receipts/invoices, and monthly billing statement) for each purchase.

9.1.5.5. Provision for an annual independent audit or review of the Fuel Card program by the FMO Fuel Card Program Administrator, Internal Audit unit, or other unit assigned audit responsibilities. Reviews must address:

9.1.5.5.1. Adequacy of internal policies and procedures;

9.1.5.5.2. Appropriateness of vehicle profiles;

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9.1.5.5.3. Adequacy of review, reconciliation, and payment procedures; and

9.1.5.5.4. Adequacy of documentation for transactions.

9.1.5.6. PIN Issuance Requirements:

9.1.5.6.1. Card users must be official state authorized users. There will be no exceptions to the following: a) PINs will not be issued to non-state authorized users. b) PINs will not be issued in the name of a Department or work unit to be shared by multiple designees. c) An authorized user's supervisor and the Program Administrator must approve an authorized user's application for a PIN. d) All training requirements as described in this Policy must be met before a designee receives the PIN. e) All users issued PINs must review and sign a Fuel DOA-FM-031, Fuel Card User Agreement available on the FMO website.

Section X: Mileage

1.0 General:

1.1. Mileage for state-owned or leased vehicles will be captured in several ways:

1.1.1. Fuel-only card readers during vehicle fueling.

1.1.2. Value-added technology, e.g., telematics, automated fleet management programs, garage management system, fringe benefit reporting program, third-party maintenance and repair invoices, etc.

1.1.3. SUFC or driver provided to FMO as requested, but no less than quarterly on the fifth work day following each calendar quarter.

Section XI: West Virginia Public Fleet Professional Training Program (WVPEPT)

1.0 WVPEPT General:

1.1. The West Virginia Public Fleet Professional Training Program is an FMO-funded program for state employees with the desire to become either a Certified

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Automotive Fleet Supervisor (CAFS) or Certified Automotive Fleet Manager (CAFM).

2.0 Certified Automotive Fleet Specialist:

- 2.1. The Certified Automotive Fleet Specialist (CAFS) program gives candidates the option of selecting one of three discipline sets based on their education or employment needs.
 - 2.1.1. Discipline Set One: Includes Fleet Information Management, Professional Development, Risk Management, and Financial Management.
 - 2.1.2. Discipline Set Two: Includes Asset Management, Fleet Information Management, Business Management, and Risk Management.
 - 2.1.3. Discipline Set Three: Includes Fleet Information Management, Maintenance Management, Professional Development, and Vehicle Fuel Management.
- 2.2. The CAFS program is open to any individual with at least one year of experience in any fleet-related position, as well as those enrolled in a college or university program in a fleet-related discipline. Those who successfully complete a discipline set are eligible to continue their studies in the remaining disciplines to earn their CAFM designation.

3.0 Certified Automotive Fleet Manager (CAFM)

- 3.1. The CAFM certification program offers the most up-to-date fleet management education. Successful completion of the CAFM program requires passing all eight disciplines within a three-year period. The eight disciplines are:
 - 3.1.1. Asset Management
 - 3.1.2. Business Management
 - 3.1.3. Financial Management
 - 3.1.4. Fleet Information Management
 - 3.1.5. Maintenance Management
 - 3.1.6. Risk Management

3.1.7. Vehicle Fuel Management

3.1.8. Professional Development

- 3.2. The CAFM program is open to any individual with at least one year of experience in any fleet-related position, as well as those enrolled in a college or university program in a fleet-related discipline.

4.0 Positions Available:

- 4.1. The number of FMO-funded program positions may vary for each fiscal year depending upon available funding. Applications are accepted year-round and will be evaluated for eligibility quarterly by the Fleet Management Office.

5.0 Priority Grouping:

- 5.1. Fully eligible applicants will be slated: (1) within priority groups; and (2) based upon the quarter in which applications are received.

5.1.1. Priority groups:

- 5.1.1.1. Alpha – Applicant performing duties as a fleet manager, deputy fleet manager, assistant fleet manager, or automotive service center manager (administrative services manager equivalent).
- 5.1.1.2. Bravo – Applicant performing duties as a fleet specialist, material management specialist, automotive service writer, automotive shop foreman (administrative services specialist equivalent).
- 5.1.1.3. Charlie – Applicant with previous (within the last five years) fleet-related experience or currently enrolled in a college or university program in a fleet-related discipline.

6.0 Application:

- 6.1. Interested applicants must submit a resume with cover letter to:

Fleet Management Office
Attn: West Virginia Public Fleet Professional Training Program
2101 Washington Street East
P.O. Box 50121
Charleston, WV 25305-0121

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7.0 Questions:

- 7.1. Questions may be emailed to Fleet@wv.com.